

### Important terms for all EE, Orange and T-Mobile customers Issue 14 - Valid until 31 November 2013

**OFFERS:** Products, services and offers promoted are for new consumer and small business registered customers (unless otherwise stated) of EE branded stores only. You may lose any offer if you move, renew or upgrade your price plan. All services are in the UK unless otherwise stated and are subject to coverage. Services, including unlimited services, are not for unlawful or nuisance use. A deposit may apply and you'll need to pass a credit check. If you're a business customer, you must also supply proof of business registration. Some accessories and devices may only be available in larger stores.

**VAT:** Unless we tell you otherwise, all prices shown include VAT at the prevailing rate at the time of going to press.

**ALL PRICE PLAN CHARGES:** A minimum call charge applies. See the 'What it Costs' or 'Price Guide' for your plan. Check the Help and Support section of the EE website for details of all charges.

**RETURNS:** The 14 day return period in store only applies if you're experiencing coverage issues. This period begins on the day you buy your phone. We refund only if the phone is returned, with an original receipt, in the condition you bought it with its original undamaged packaging and contents. We can only refund accessories which have not been used. We'll charge you for services you've used, at your price plan rate. Inclusive minutes or allowances won't apply and you won't have to pay a cancellation charge. Except for an installed car kit or pay as you go top-up credit, you'll be refunded exactly what you paid us, using the same payment method you used to pay us. If you've paid a deposit, please refer to your contract for repayment terms. You must remove your SIM card from your phone and destroy it before you return it. We'll send pay monthly customers a final bill/refund for services used within 28 days of disconnection. This policy does not affect your statutory rights.

### Internet on your phone/data and tethering for consumers

**DATA ON EE, T-MOBILE AND ORANGE:** Compatible phone and network coverage required. You can only use mobile internet on our 4G network if you join a 4GEE plan, you're within a 4G enabled area and in range of a 4G base station. You'll also need a 4G SIM and a 4G phone provided by us (or from another authorised provider). 4G is only available in select UK towns and cities. All postcodes may not be enabled at the same time. Your 4G phone may not be compatible with 4G networks outside the UK. Check your 3G and 4G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage). If your plan includes tethering, you'll need a compatible phone and computer. You can use mobile internet for VoIP and tethering. Peer to peer file sharing is permitted but speeds will be slower than usual as we monitor our network to protect it for all customers. See our network management policies on [ee.co.uk/terms](http://ee.co.uk/terms). On mobile phone plans, capped monthly data allowances apply unless we tell you otherwise.

**T-MOBILE DATA (excluding mobile broadband):** Any plan with an unlimited data allowance gives you unlimited use of internet on your phone when you're in the UK. You can use as many MB/GB as you like and no fair use policy will apply. For customers with a capped allowance, if you exceed your monthly data allowance during any billing month you'll be charged £1/day for data usage and a monthly fair use policy of 2.5GB will apply. If you use more than 2.5GB your internet speed will be slowed down.

**EE DATA (including mobile broadband):** On our mobile broadband plans you can choose an internet option with a fair use policy. If you join a plan with a monthly data allowance of 3GB or less, you can experience speeds of up to 30Mb/s only. Plans with a data allowance of 4GB or more could experience 4GEE speeds of 30Mb/s, where double speed 4GEE is available and depending on a range of factors affecting speed and coverage such as your location, whether any trees or buildings are affecting your signal, and what the building is made from if you're using your phone indoors. Check your coverage at [ee.co.uk/doublespeed](http://ee.co.uk/doublespeed). To continue using mobile internet or mobile broadband once you've used your monthly allowance, you'll need to buy a data add-on, which will allow you to use mobile internet until your next bill date. The speed of your data add-on will depend on which price plan you originally joined. For example, if you purchased a plan with 4GB or more, you will experience our double 4G speeds. If you purchased a plan with less data than this, you'll experience our 4GEE speeds.

**ORANGE DATA (including mobile broadband):** If you exceed your monthly data allowance during any billing month you'll be charged £5 for each additional 250MB of data you use up to 1GB. If you exceed 1GB of data above your monthly data allowance, you'll be charged £20 for an additional 1GB (on top of the 250MB bundles). The charge will be incurred as soon as you exceed your data allowance during the billing month. Unused allowances will not roll over to the following month.

### Consumer Pay Monthly Plans (including Mobile Broadband and Broadband) price plan charges and other terms

**ALL PRICE PLANS:** Minimum term and credit check apply. Monthly charges shown assume online billing. Prices may go up during your plan. A separate payment handling charge applies for non-direct debit or BACS payments made via online or telephone banking. On T-Mobile and EE 4GEE, this charge is £3.50. On Orange it is £3.58. EE broadband customers will be charged 50p.

**MINUTES AND TEXTS:** Unless otherwise stated all minutes and texts are from the UK to UK mobiles and numbers starting 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).

Calls to numbers starting with 070, 08, 09 and 118 are not included in your inclusive allowance. Calls to 08 numbers will cost up to 40p/min. 070 numbers cost up to 75p/min. 09 numbers cost up to

£3/min. See [ee.co.uk/terms](http://ee.co.uk/terms) for more information about our price guides. Plans are for normal person to person use from your phone and subject to your acceptance of our standard terms and conditions for pay monthly services.

For further information on the cost of calling numbers excluded from your monthly allowance, see your plan's Price Guide or What it Costs document.

### Consumer Pay Monthly Plans (excluding broadband)

**ALL PAY MONTHLY PLANS:** 24 month plans available.

**ALL SIM ONLY PLANS:** 12 month or 30 day plans only. If you choose a 30 day SIM only plan, you'll need to give 30 days notice to us by phone to cancel or upgrade. You'll need a compatible phone (which may need unlocking). Your previous network provider may charge you to do this. For EE SIM only plans, you'll need a compatible 4G device purchased on the T-Mobile or Orange networks (including from our indirect retailers) or a compatible iPhone 5 purchased in the UK (model number GSM A1429).

**EE PAY MONTHLY PLANS:** Your monthly payment is for using mobile internet on your phone (including your WiFi allowance), checking voicemail and unlimited minutes and texts to customers of UK mobile networks and UK landlines (described above).

**4GEE EXTRA PAY MONTHLY PLANS:** Get additional data, Fast Track service, the possibility of additional speed. If you take out a 4GEE plan on or before 31 January 2014 you'll also get additional roaming benefits. This means your monthly payment also includes making and receiving unlimited calls and texts to and from mobiles and landlines in Europe and other selected countries. Ask us for a list or see [ee.co.uk](http://ee.co.uk) for more info. Unlimited calls and texts excludes premium rate numbers, non-geographic numbers and using your phone in the UK to call or text international numbers.

**EE SHARED 4GEE PLANS:** The account holder authorises all connections on the Shared 4GEE plan to incur data charges (including roaming) on their behalf. A minimum term on each connection forming part of the Shared 4GEE plan applies. Not all minimum terms may expire at the same time. Charges apply if you cancel any of the connections which make up the Shared 4GEE plan. Compatible device required. Minutes and texts are from the UK to UK mobiles and UK landlines (described above). No fair use policy applies to unlimited services. Internet: data allowance is shared across all connections within the Shared 4GEE plan. You will need to connect a 4GEE device or SIM to your Shared 4GEE plan before you can share allowances. You can only add a standard 4GEE plan to the Shared 4GEE Plan once the standard 4GEE plan has expired. Remember the minimum terms may not expire at the same time. Devices not connected to the Shared 4GEE plan will not use the shared data. If the Shared 4GEE data allowance runs out, you won't be able to use the internet. Any of the connections on the plan will need to buy a data add-on so all connections can use the internet until the next bill date. If you want to cancel any of the plans, charges apply. You'll need a compatible 4G device to access the 4G network, otherwise you will only use our 3G network. Other terms apply. **SHARE A 4GEE PLAN, SAVE A PACKET:** As compared with having the same number of individual standard 4GEE plans of the same minimum term with the same cumulative data allowance, Savings calculation based on a comparison of monthly recurring charges for a Shared 4GEE Plan versus 2 standard 4GEE phone plans. Savings calculation does not include upfront handset costs. Total monthly or yearly savings will vary based on various factors including device selection and plan type. Savings do not apply to all plans offered by EE and in some cases switching to a Shared 4GEE Plan could be more expensive. For details see [ee.co.uk/shared](http://ee.co.uk/shared)

**FREE DATA BOOST OFFER:** Offer available to anyone aged 18 or over who signs up to a fixed broadband and mobile 4GEE pay monthly phone plan at the same time with EE between 30/10/2013 and 31/01/2014. Excludes SIM only plans. Subject to credit check. Data boost depends on monthly cost of mobile plan: plans with a monthly charge of less than £46 will have their data allowance boosted to 10GB per month. Plans with a monthly charge of £46 or more will have their data allowance boosted to 20GB per month, unless the mobile phone plan has the same data allowance or higher than the boost, in which case there will be no change. The data boost may not be carried across after the minimum term of your mobile 4GEE pay monthly plan expires or to any upgrade, renewal or change of plan. This offer is conditional on you having both a fixed broadband service and mobile 4GEE pay monthly plan from EE at the same time. If you cancel your fixed broadband service, you will lose the data boost and you will revert to the normal data allowance for your mobile 4GEE plan. Other terms apply see [ee.co.uk/terms](http://ee.co.uk/terms)

**EE ADD-ONS:** Unless otherwise stated, add-ons cost £6/month. The first bill will include a pro-rated charge depending on when you bought the add-on. The cost will be added to your bill every month until you ask us to remove it. Add-on benefits do not roll over.

**SWAP YOUR PHONE OFFER:** Retail stores only. Limited 4G coverage. Pay monthly only. Excludes business plans. You'll have to agree to a new 24 month minimum term on EE and may have to pay an upfront handset cost for your new 4G phone. You'll need return your old handset in perfect, working order and condition. Swap from your eligible 3G phone to one of our eligible 4G phones, see [ee.co.uk](http://ee.co.uk) for eligible swap handsets. Monthly cost of EE plan needs to be the same or greater than your current plan. You need to be at least 6 months into your T-Mobile or Orange plan. Our standard retail returns policy is excluded from this offer so you can only return your new 4GEE phone/plan using your statutory rights under the Sale of Goods Act. Other terms apply.

**DEEZER ON EE:** Gives access to over 25 million music tracks to stream or listen to offline through the Deezer app on your phone

(data usage will decrement your data allowance). Create a Deezer account. You can't transfer or copy any tracks from your mobile to a different device or recording media and if you remove this service, any tracks stored to your mobile will be deleted. Deezer's music catalogue may be subject to change for reasons beyond its control and Deezer may use cookies to deliver their music streaming services to you. If you have purchased Deezer Premium+ you will have access to the premium service for the remainder of your subscription period. Remember if you change your content add-on during the monthly subscription period you will lose access to Deezer Premium+ and the fee you paid is non-refundable. For more information on this and the other terms that apply, see [deezer.com](http://deezer.com)

**T-MOBILE PAY MONTHLY PLANS:** You can join a pay monthly or SIM only plan. On 24 month plans your monthly payment is for inclusive minutes and texts, internet on your phone and your WiFi allowance (for plans with 500 minutes or more). On all our pay monthly plans, once you've used your inclusive allowances, it will cost 40p/min to call UK mobiles and landlines (as described above) and texts cost 15p each. Calls to 070 numbers cost up to 76.6p/min and 09 numbers cost up to £2.55/min.

**ORANGE PAY MONTHLY PLANS:** You can join a 24 month or SIM only plan. On 24 month plans your monthly payment is for internet on your phone, your WiFi allowance (for plans with 1GB of data or more) and your inclusive minutes and texts. Once you've used your inclusive allowances, it will cost 25p/min to call mobiles and landlines (described above) and texts cost 15p each.

### WiFi

**INCLUSIVE WiFi:** On selected EE, T-Mobile and Orange price plans (including mobile broadband) you'll get access to our preferred partner's WiFi network; presently this BT Wi-Fi. The BT Wi-Fi terms, including those about acceptable use, also apply at [btwifi.co.uk/terms-and-conditions/](http://btwifi.co.uk/terms-and-conditions/). A 3GB a month fair use policy applies. If you go over 3GB, we may monitor your usage and suspend your usage or withdraw the offer from your account.

**WiFi on the Underground:** WiFi access in enabled stations: ticket halls, escalators, platforms and when the train is in the station. No coverage in tunnels. Active Orange, T-Mobile and EE mobile customers only. You are an active pay as you go customer if your pay as you go account has been topped up with a minimum of £5 within the last 30 days. If your last top up took place more than 30 days ago, it can take up to two days from the date of your latest top up to update your account and provide you with access to WiFi. Broadband customers must also be Orange, T-Mobile or EE mobile customers to access the service. See [ee.co.uk/tubewifi](http://ee.co.uk/tubewifi) for more information.

### Pay as you go

**ALL PAY AS YOU GO PLANS:** If you don't use your SIM to make a 'connection action' every 180 days your phone will be disconnected and you'll lose any credit on your account.

**EE PAY AS YOU GO PLANS:** When you join EE pay as you go you can buy one of our range of pay as you go add-ons or simply pay for services using your credit. Some services are available as an add-on only. All services are UK only, unless specified otherwise. Unless you buy a minutes or texts add-on, you'll be charged our standard per minute and per text rates for making a call (30p/min) or sending a text (12p each).

To buy an add-on, check you have enough credit then text the short code of the add-on you want to 150. You can also buy via our automated calling service calling 150 from your EE phone. Your add-on will be ready as soon as you've bought it, but we'll send you a text to confirm your purchase and to let you know you can start using it. Your add-on will then last for 30 days, or until all the allowances in it are used up, whichever happens first. If you have not used up an allowance within the 30 days, it won't roll-over and you'll lose it. We'll let you know when each allowance runs out and when the 30 days are up. When your add-on runs out you'll need to buy a new one or you'll be charged per minute/per text. You can have up to two minutes and two text add-ons active on your account at any one time. If you buy an additional minutes or text add-on while one is active, the new add-on will start running immediately. If you have got two add-ons active at the same time, the one you bought first will be used up first. You'll need to buy a data add-on to be able to use pay as you go data services. You'll need 3G or 4G coverage to use mobile internet on your phone plus a compatible device. Each mobile internet add-on gives you a data allowance to use over 30 days.

**10GB free data offer:** Join EE PAYG and buy your new 4G phone from us by 16/01/2014 to get 10GB of mobile internet for free. Offer available in store, online and via telesales. The first time you try to buy a data add-on you'll need to activate your 10GB of free data to be able to use it. You'll then need to use this 10GB within 90 days of activating it, or lose it. To continue to use mobile internet once you've used up your free allowance, you will need to buy a new data add-on. Use of the free data add-on is subject to our normal rules on data usage, see above. UK only.

**T-MOBILE PAY AS YOU GO PLANS:** You'll automatically join our Everyday plan.

**T-MOBILE SMART PACKS:** Available to customers on Everyday plan only. To move to Everyday text EVERYDAY to 146 or call 146 from your T-Mobile phone. To buy a Smart Pack, check you have enough credit then text the short code of the pack you want to 441. Your Smart Pack will last for 30 days, or until all the allowances in it are used up, whichever happens first. At the end of the 30 days, your Smart Pack will automatically recur for another 30 days, unless you tell us you don't want it any more beforehand. You'll need to make sure you have