

## Terms and Conditions

**UK'S BEST NETWORK 8 YEARS IN A ROW:** Rankings based on the RootMetrics® UK RootScore® Report: From H2 2013 to H1 2021. 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**

**UK'S BEST 5G NETWORK:** Based on analysis from RootMetrics UK RootScore Report, H1 2021. 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.**

**5G IN MORE PLACES THAN ANY OTHER UK NETWORK:** Based on results from the RootMetrics® UK RootScore® Report: H1 (Jan-Jun) 2021. 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.**

**5G:** Check coverage at [ee.co.uk/coverage](https://ee.co.uk/coverage) before buying. Speeds vary by location, coverage and demand. 5G coverage, plan & compatible device needed.

**Apple Music Membership with data streaming on us:** Offer available to customers with EE pay monthly or SIM only phone plans on a 12 month or more minimum term. Individual Apple Music Membership is free for 6 months and for 6 months, data used whilst streaming/downloading from Apple Music whilst in the countries covered by your plan's inclusive data allowance will not decrement from your plan's data allowance. 6 months' data streaming not available to Business Connect customers. You must have some of your plan's data allowance left else you will be unable to stream or download music using mobile data. Some or all of the data used whilst streaming content on devices using iOS 15 with Apple Private Relay switched on, will not be zero rated as we cannot link your EE customer ID to all your activity. If you've already benefitted from our six months' free Apple Music Membership offer you're ineligible for this offer but may be entitled to 6 months Apple music Data Streaming on us. After 6 months, membership automatically renews and you'll be charged £9.99 a month and data used will decrement from your plan allowance. You can cancel at any time. If removed from your account during the first six months, you'll be unable to get the add-on again free of charge. Requires a handset using either iOS 8.4 or Android 4.3 or later. Apple ID required. Apple Music is for your personal, non-commercial use only. This offer is non-transferable. Not available with any other Apple Music membership offer. Apple Music terms apply. For more details go to [ee.co.uk/applemusicterms](https://ee.co.uk/applemusicterms)

**Apple News+ 6 Month Offer:** Offer available to consumers and Small Business customers on an EE pay monthly or SIM only phone plans on a 12 month or more minimum term. Individual Apple News+ Membership is free for 6 months. One offer per Apple ID. If you've already subscribed to Apple News+ you will not be eligible for six months free, you will only be eligible for 5 months free from the day after your 1 month free period with Apple ends. After 6 months, membership automatically renews and you'll be charged £9.99 a month directly through your Apple Account. You can cancel at any time by cancelling your subscription through your Apple device. If removed from your Apple account during the first six months, you'll be unable to get the add-on again free of charge. Requires a device using iOS 12.2 or later or iPad OS 13 or later. Apple ID required. Apple News+ is for your personal, non-commercial use only. This offer is non-transferable. Not available with any other Apple News+ membership offer. Apple News+ terms apply, see [apple.com/legal/internet-services/itunes/uk/terms.html](https://apple.com/legal/internet-services/itunes/uk/terms.html) For more details go to [ee.co.uk/applenewsplus](https://ee.co.uk/applenewsplus)

**Britbox:** Available to customers on 4GEE and 5GEE consumer pay monthly plans (handset and tablet), including 12 months or longer SIM only plans (except small business and Business Connect customers) requesting Britbox for the first time. UK residents only. Subject to credit check. Offer is available for six consecutive months. The six months starts as soon as we receive your request for Britbox. If Britbox is removed from your account at any point during the six-month period, you'll be unable to get it again for a free period. At the end of the offer period, you'll be automatically charged the standard monthly price for Britbox (currently £5.99 pm inc VAT) and data used will decrement from your plan allowance. You can cancel the offer at any time. During the offer period, data used whilst streaming content on the Britbox app (where available) to your EE device whilst in the countries covered by your plan will not

decrement from your plan's inclusive data allowance. All other data used when you use Britbox (including watching content on the Britbox website) will decrement from your plan's data allowance. You must have some of your plan's data allowance left else you will be unable to stream content on Britbox using your mobile data. Offer is non-transferable. Britbox is for your personal, non-commercial use. You must remain on an eligible plan to continue to receive the offer. You must not attempt to share, edit or adapt the content made available to you. Service is on demand content only. Device limitations apply. Compatible device required to stream content –see [www.britbox.co.uk/help](http://www.britbox.co.uk/help). Compatible equipment required to cast content to your TV. Third party content provider terms apply. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it. Content is variable and may be withdrawn at any time. Access to content outside of the UK and the ability to watch on other devices are subject to the terms and conditions of Britbox. Britbox terms apply. For more details see [www.britbox.co.uk/terms](http://www.britbox.co.uk/terms).

**Data Boost:** Available to new and existing Pay Monthly phone or 12-month SIM Only plan mobile customers who sign up to 4GEE Home or fixed broadband plan. Data allowance boosted by 5GB. Boost added to mobile only and cannot be added to 4GEE Home device. Not available with 30 Day SIM Only plans or non-lead Sharer plans. You'll lose the data boost if you cancel your 4GEE Home or broadband plan. In order to retain your data boost when you upgrade or change your Pay Monthly plan, your 4GEE Home or EE broadband must still be active and you must be moving to an eligible Pay Monthly plan. It can take up to 30 days from broadband account start date for your Data Boost to be applied. Data fair use policy may apply when roaming. One boost per household. Subject to availability. We reserve the right to withdraw or vary the boost at any time.

**Data Gifting:** Account holder only can gift to other pay monthly plans on the same account in increments of 500MB. No gifting to/from Smart Watches, 4GEE Home or 30-day 4GEE Wi-Fi plans. Data not used in a month does not roll over, allowances are set back to zero at the start of each month. If you are outside your price plans standard countries when your monthly allowances refresh on your bill date the main account holder will not be able to gift data until you return to the UK/EU. Data can only be used in accordance with the plan terms applicable to the receiving line

**EE calls with Alexa:** Available to Consumer and Small Business Pay Monthly mobile and SIM plan customers with a compatible phone and Alexa device. Wi-Fi with broadband internet connection required. EE accepts no responsibility for the quality, availability or coverage of Wi-Fi networks and calls made or received over them. All calls charged as per your EE price plan, see [ee.co.uk/priceguides](http://ee.co.uk/priceguides). Calls can be made and received by anyone with access to your Alexa device even when your EE phone is not within range. You are responsible for all call charges incurred. Alexa app required on your EE mobile device. Authorisation from authorised user of Alexa device required. Third party terms and privacy policy apply to your use of the Alexa app and Alexa services. You can stop using this service at any time by unlinking your EE and Amazon account from the Alexa app. Further terms apply, see [ee.co.uk/terms](http://ee.co.uk/terms).

**EE UP:** My EE App registration using valid email and password required. You will need mobile internet coverage or a Wi-Fi connection. Third party terms apply to credit to bill services. **WeAre8:** £1 minimum balance required to credit to bill. Incoming funds can take approximately 30 days to become available in your WeAre8 account. WeAre8's terms apply, see [www.weare8.com/terms-of-use](http://www.weare8.com/terms-of-use). **Airtime Rewards:** £10 minimum balance required to credit to bill. You will need to associate your credit or debit card with your Airtime Rewards account in order to earn rewards on qualifying purchases. Transactions may take up to 14 days to appear in your Airtime Rewards account in a pending status. Airtime Reward's terms apply, see [www.airtimerewards.co.uk/legal/terms](http://www.airtimerewards.co.uk/legal/terms). **Credits to bill:** Credits will be applied to your account within 24 hours. For Pay Monthly this will be reflected in your next bill. For PAYG credits will be applied to your top-up balance. Credits cannot be exchanged for cash. **Prize draws:** See individual draws for terms. For more information see [ee.co.uk/myeeapp](http://ee.co.uk/myeeapp).

**Wi-Fi Calling:** EE pay monthly customers with compatible phone only (check compatibility at [ee.co.uk/wificallingphones](http://ee.co.uk/wificallingphones)). Wi-Fi with broadband internet connection required. EE accepts no responsibility for the quality, availability or coverage of Wi-Fi networks and calls made or received over them. UK use only. In some circumstances it may be possible to enable W-Fi calling whilst abroad. If you make calls over Wi-Fi to local landlines and mobile numbers whilst abroad you will be charged our standard international rates and this will be treated as a call from the UK to an international number. To avoid these charges turn off Wi-Fi calling in your phone settings. All calls or texts charged as per your EE price plan, see [ee.co.uk/priceguides](http://ee.co.uk/priceguides).

**Further terms apply, see [ee.co.uk/terms](http://ee.co.uk/terms)**