

Terms and Conditions

UK'S NO.1 NETWORK 7 YEARS IN A ROW: Rankings based on the RootMetrics® UK RootScore® Report: From H2 2013 to H2 2019. 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 ROOTMETRICS.CO.UK for more details.

NO.1 5G NETWORK: based on analysis of 5G speed, reliability, and availability data collected by RootMetrics® in Jan-Jun 2020. 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.

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

Entertainment on EE: Up to £200 worth of content based on monthly costs of Apple Music (£9.99) for 6 months, BT Sport (£15) for 3 months, Britbox (£5.99) for 6 months and Apple News (£9.99) for 6 months. Terms apply, see ee.co.uk/entertainment-on-ee.

Apple Music Membership with data streaming on us: Offer available to EE pay monthly or SIM only phone plans on a 12 month or more minimum term. Individual Apple Music Membership free for 6 months and, for 6 months, data used while streaming/downloading from the Apple Music app will not decrement from your plan's data allowance (UK only and excl Business Connect customers). **Balance of plan data allowance required.** Not available to customers who have already benefitted from our 6 months' free Apple Music offer. Apple Music Membership automatically renews after 6 months at £9.99/month and data used will decrement from your plan allowance. You can cancel at any time. Offer may only be redeemed once per customer. iOS 10 or Android 4.3 or later required. Apple ID required for full functionality. Personal, non-commercial use in the UK only. Offer is non-transferable or available with any other Apple Music membership offer. Apple Music terms apply. For more details go to 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 For more details go to ee.co.uk/applenewsplus

BT Sport App with Large Screen – 3 months free offer: Available to customers on consumer plans from 1 May 2019 requesting the **BT Sport app** for the first time. If you've previously benefited from a free period using the BT Sport app, you won't be eligible. The **BT Sport app** and **BT Sport Large Screen** are available for 3 consecutive months. The 3 months starts as soon as we receive your request for the **BT Sport app** or from the date you join or upgrade your price plan. You will also have access to live channels on Apple TV, Samsung TV, and Xbox (Apple TV 4th generation and above, Samsung Smart TV 2015 and above, Xbox One, One X and One S). If you are on a 5G plan, your access will include mobile HDR access. EE will not provide any devices as part of this offer. If the **BT Sport app** and/or **BT Sport Large Screen** is removed from your account at any point during the three month period, you'll be unable to get either again free of charge. At the end of the free period, you'll be automatically charged for the **BT Sport app** and **BT Sport Large Screen** but can cancel both or **BT Sport Large Screen** only at any time. While you have **BT Sport Large Screen**, data used whilst live streaming sports matches and events or watching them on catch up using the **BT Sport app** whilst in the UK will not decrement from your plan's inclusive data allowance. All other data used when you use the BT Sport app 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 live stream sports matches or events or watch them on catch up on the BT Sport app. If you cancel **BT Sport Large Screen** data used live streaming sports matches or events or watching them on catch up will decrement from your plan

allowance. The offer is non-transferable. To use the **BT Sport app** you'll need a TV licence for the household registered to your EE account. The **BT Sport app** and **BT Sport Large Screen** are for your personal, non-commercial use in the UK. You must not attempt to share, edit or adapt the content made available to you. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it. Content available via the **BT Sport app** may change from time to time.

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. 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.

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. 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.

Wi-Fi Calling: EE pay monthly customers with compatible phone only (check compatibility at 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.

Further terms apply, see ee.co.uk/terms