



EE PRICE GUIDE FOR LARGE BUSINESS

Our home for Service Plans designed for businesses with over 50 employees

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This Price Guide and the terms and conditions in here will apply to Customers who have signed up to any of the included Service Plans or Service Plan Add-Ons or purchased any of the products set out below directly from EE, or through one of our indirect partners (only a limited selection of Service Plans and Service Plan Add-Ons are available from our indirect partners).

The information in here was correct at the time of publication. We will keep it up to date and will notify you of any changes where the terms of our agreement with you would require us to do so. Don't forget that if you do have any questions you can call us on 158 from an EE mobile or 07973 100 158 from any other phone.

Please see Part 10 (Terms and Conditions) for general rules applicable to all Service Plans and Service Plan Add-Ons and details of the allowances and fair usage policies which apply. All unlimited offers are subject to a fair usage policy.

EE is a brand of EE Limited, with registered offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.

Part 1 – Voice Service Plans

Core Business Plan

Pricing will be as set out in your Agreement.

Minimum Connection Period: as stated in your Agreement with EE. Leaders under this Service Plan can add up to 1500 sharers per account subject to payment of a monthly sharer fee per sharer. No minimum call charge applies. Core Business Plan minute bundles can only be attached to this Service Plan. Each minute bundle may be added to an account up to 10 times but cannot be removed or changed during the Minimum Connection Period. Migrations to a different Service Plan or different Service Plan level, re-signs or upgrades are not permitted during the Minimum Connection Period. Includes 3000 minutes per User per month of calls between all sharers unless Service Plan with no calls between users is chosen. The 'calls to EE & Orange mobiles' and 'calls to UK landlines' options each include 3000 minutes per User per month of relevant call types. Where the Data only option is selected, voice will be barred. Choice of voice benefit cannot be changed during Minimum Connection Period. Any airtime discounts on bundles specified in your agreement apply only to the bundles contracted in your Agreement. Any subsequent airtime bundles (voice, data, or SMS) added during the term of your Agreement (including bundles of the same size as those contracted) will be charged at List Price. Discounts on plan charges set out in your Agreement do apply to any additional connections you add. This service plan includes Answer Phone access from within the UK and itemised billing at no additional charge.

Out of Bundle rates for Core Business Plan

Flat Rate Plan Costs	Per minute charges
UK Landlines (regional numbers)	6p
Calls to EE and Orange mobiles	4p
Calls to other networks (including T-Mobile)	12p
Texts to UK mobiles	4p / text
All other out-of-bundle usage is charged at EE's standard rates.	

4GEE, Unlimited Calls & Texts

4GEE Data Bundle	Per connection per month	Inclusive extras
1GB	£33.50	Unlimited calls and texts to UK mobiles and landlines Fault Cover for Eligible Devices Business Roaming Rates
4GB	£38.00	
8GB	£42.50	
16GB	£52.50	
32GB	£62.50	

Minimum Term of 24 months, or as specified in your Agreement with EE. Calls and texts are from within the UK to UK mobile numbers, and to UK landlines starting 01/02/03 (excluding Jersey, Guernsey, and the Isle of Mann). Out-of-bundle calls will be charged at EE's standard rates. These plans cannot be added to a shared talk-plan, and are for normal person to person use from your phone. We monitor use in accordance with our General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

Details and terms for these data bundles are set out in Part 5 of this Price Guide: Handset Data Bundles.

Your Plan

Pricing will be as set out in your Agreement.

Minimum Connection Period: as stated in your Agreement with EE. Leaders under this Service Plan can add up to 1,500 sharers per account subject to payment of a monthly sharer fee per sharer.

Migrations to a different Service Plan, re-signs or upgrades are not permitted during the Minimum Agreement Term. Any airtime discounts on bundles specified in your agreement apply only to the bundles contracted in your Agreement. Any subsequent airtime bundles (voice or data) added during the term of your Agreement (including bundles of the same size as those contracted) will be charged at List Price. Discounts on plan charges set out in your Agreement do apply to any additional Connections you add.

All out of bundle usage is charged at EE's standard rates.

Shared Data Option

The sharer fee for the Your Plan shared data option enables 4G access and basic security as included with the super secure 4GEE Starter plans. For terms and conditions of super secure starter, please refer to the relevant section later in this price guide.

UK Unlimited calls package

Minimum Term of 24 months, or as specified in your Agreement with EE. Calls and texts are from within the UK to UK mobile numbers, and to UK landlines starting 01/02/03 (excluding Jersey, Guernsey, and the Isle of Mann). Out-of-bundle calls will be charged at EE's standard rates. These plans are for normal person to person use from your phone. At the

moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop, and if you don't then we may disconnect your SIM card from our network.

Any connections without the unlimited calls package will be charged at standard rates.

Roaming

The Customer understands and agrees that by taking this service plan it will be opted out of the EU roaming regulations with regard to data. The roaming option chosen (individual user or shared option) is specified in your agreement with EE and you may not change option during the Minimum Agreement Term. The roaming options are not compatible with any other roaming bundle, promotion, offer or bespoke roaming pricing.

Roaming individual user option

If selected, the Roaming Individual option will be applied to every User on an account.

Roaming Voice

Allowance	Daily Bundle Charges
Unlimited incoming and outgoing voice minutes and SMS within Zones 1 and 2	£1.50 per day
60 minutes of incoming and outgoing voice calls in Zones 3-7	£7.50 per day
Usage after 60 minutes in Zones 3-7	£1 per minute

Charges only apply on days that the Users access voice or SMS services whilst roaming. No charge applies when the User does not roam or if the User does not access voice or SMS services when roaming. No credit or refund will be given for any unused data in a Daily Bundle. A day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time in the location in which the User first roams on that day. Any group leader or sharer may

use a Daily Bundle, however only that individual's usage will decrement their individual Daily Bundle, Usage is decremented per second.

Unlimited calling allowances are designed for normal person-to-person use only. . At the moment, we'll decide that you're breaking these terms if you call more than 300 different numbers in a month. We're free to decide that other types of use may also be breaking this term. We monitor use in accordance with our General Terms and Conditions and the terms in this Price Guide. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network. Calls of a duration of 90 minutes or more may be charged at EE's standard out-of-bundle rates. Redial to avoid standard charging. Usage is only for calls to other mobiles and geographic landlines. Premium rate and 08/070 and equivalent services will be charged at EE's standard rates.

Calls from zones 1-2 made to zones 3-7, and SMS in zones 3-7 are charged at standard rates.

Roaming Data

Allowance	Monthly Bundle charge in Zones 1-2
50MB of data	£3 per month
51-100MB of data	£6 per month
101-250MB of data	£12.50 per month
251-500MB of data	£25 per month
501-1024MB of data	£50 per month
1025MB and over of data	10p per MB

Allowance	Monthly Bundle charge in Zones 3-7
25MB of data	£12.50 per month
26MB – 50MB of data	£25 per month
51-100MB of data	£50 per month
101-250MB of data	£100 per month
251-500MB of data	£200 per month

1025MB and over of data	£2.50 per MB
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Charges only apply in a billing period that a User accesses mobile data services whilst roaming. Any unused allowances will expire at the end of a billing period and will not be rolled over. Each session of data roaming is rounded up to the nearest kilobyte.

Any data usage over and above the data allowance in the applicable monthly bundle will result in the User being automatically provisioned with a larger monthly bundle. For example, 101MB of data used in Zones 1-2 will result in a monthly charge of £12.50.

Any group leader or sharer may take a Monthly Bundle, however only that individual's usage will decrement their individual monthly Bundle.

Usage: Users can use their monthly Bundle for access to mobile data (subject to availability) using their device or EE data card. Does not include event charges such as charges for the download of ringtones or games, or for the use of any services for which additional charges apply. No credit will be given for any unused data Roaming in Bundle

The individual user option for data roaming comes with SMS alerts which alert the user once they have moved to a new stepped bundle. Note that delivery of SMS alerts are subject to foreign networks, over which EE has no control, and therefore cannot be guaranteed.

Extra terms and conditions for Your Plan Northern Ireland

Your Plan Northern Ireland is only available to purchase at Initial Order or resign of an Agreement to customers with headquarters in Northern Ireland via the Northern Ireland Direct Field Sales Team and must be specified in the Customer's Agreement. Your Plan Northern Ireland is committed for all Connections under the Agreement for the full length of the Agreement. Charges for this Service Plan will be as set out in the Customer's Agreement.

Plan	Inclusive allowance	Out of bundle
Your Plan Northern Ireland 250MB	250MB of data to be used in Republic of Ireland only	5p per MB in Republic of Ireland
Your Plan Northern Ireland 100MB	100MB of data to be used in Republic of Ireland only	5p per MB in Republic of Ireland
Your Plan Northern Ireland Unlimited Calls	1000 minutes of IDD calls to Republic of Ireland only, and unlimited calls received and made within Republic of Ireland or back to the UK (subject to fair usage limits detailed below)	Standard out of bundle rates for IDD calls to Republic of Ireland over 1000 minutes, and for calls made to any other country apart from within Republic of Ireland or back to UK.
Roaming outside of Republic of Ireland: price and allowance are as for Roaming Individual User option as detailed in Roaming Voice and Roaming Data above.		

Your Plan Northern Ireland fair use policy: In addition to the fair usage limits detailed for the UK Unlimited Calls Package above, the following fair use policy applies. Your Plan Northern Ireland is for use by UK-based customers and Users only and is not applicable to Connections based long term or permanently in the Republic of Ireland. At the moment, we'll decide that you're breaking these terms if: (i) more than 50% of calls or texts on average across all Connections under your Agreement are to or from the Republic of Ireland, or (ii) more than 50% of data use on average across all Connections under your Agreement is within the Republic of Ireland, or (iii) individual Connections under your Agreement have not used the UK network at least once in a given month where usage occurs in the Republic of Ireland. If you do break this term, we'll contact you and ask you to stop, and if you don't then we may disconnect your SIM card from our network and/or reduce the Customer's access to this service.

Corporate Flat Rate Talkplan

	Corporate Rates	Corporate Rates and Colleague Calls
Line Rental	£2	£2
Calls to EE and Orange UK mobiles	2p	2.5p
Colleague Calls	2p	0p
Calls to UK landlines starting 01, 02, 03	2p	2.5p
Calls to other UK mobiles	7.5p	8.5p
Texts to other UK mobiles	3p	3.5p
Texts to EE and Orange UK mobiles	3p	1.5p
Voicemail	0p	0p

Available to selected customers who meet EE's minimum criteria. Minimum Term will be 24 months, or as set out in your Agreement with EE. All other call types will be charged at EE's standard rates. Landline calling rates do not apply to calls made to Jersey, Guernsey, or the Isle of Man. Minimum 30 second call charge applies to all calls, after which charging will be per second and rounded up to the nearest whole penny.

Flexible Workforce

Costs and Allowances

Annual fee	£25 per subscriber
UK minutes in talk plan	none
Calls to other mobiles (including EE, Orange, and T-Mobile)	14p per minute
UK Texts	14p per text
Answer phone	14p per minute
UK mobile data	£2.55 per MB

All other usage is charged at standard rates

Connection Numbers

The Flexible Workforce Service Plan is subject to the following maximum Connection Numbers at any one time, per account:

Number of pay monthly connections on your account	Maximum connections that can be added
2	1
3-15	2
16-30	3
31-50	5
51-75	7
76-100	10
101-150	15
151-200	20
200+	20

Extra terms and conditions for Flexible Workforce

Minimum Connection Period: 12 months or as stated in your Agreement with EE. No minimum call charge applies. No Device is included and before EE SIM Card can be used existing Device may require unlocking by previous service provider (who may charge for this service). Service Plan is only available to customers who have contracted with EE for over 3

months with two or more existing pay monthly Connections on another standard EE Business Service Plan (excluding SIM Only). Flexible Workforce Connections are not eligible for any Future New Connection Credit or any other Credit which may apply to your other pay monthly Connections. EE Phone Care cannot be added to this Service Plan and Faulty Replacement Service is not applicable.

Landline to Mobile Calling Package (Mobile Voice VPN Indirect Access)

(formerly known as OWE and Orange Wirefree Extension Indirect Access)

Landline to EE & Orange mobiles	Landline to other networks (including T-Mobile)
3.0p / min	5.5p / min

Solution Terms for Landline to Mobile Calling Package (Mobile Voice VPN Indirect Access only)

1. Interpretation

This Solution is provided in accordance with the Customer's Agreement with EE. The Mobile Voice VPN Solution Description applies to this Solution and is available from EE on request. The parties must agree a Statement of Requirements prior to provision of the Solution by EE. These documents form part of the Landline to Mobile Calling Package Solution Terms.

2. Definitions

Fixed Wireless Terminal means a unit which allows connection between the Customer's PBX and the Network.

Frequently Called Number means a maximum of two locations where no Leased Line or Fixed Wireless Terminal is installed or which has been configured for Indirect Access. Each number must have UK geographic dialling code. Once any number is nominated, such number can only be

changed once per year.

Indirect Access or **IA** means the method of using BT's infrastructure from Customer premises to the exchange to access Service by dialling IA Code (five digit prefix number).

Leased Line means a point to point transmission link which delivers a fixed, symmetric bandwidth between its two end points.

Mobile Extension means a mobile device (including a mobile SIM Card used in a Fixed Wireless Terminal) which has been allocated a public and/or private number as part of the Customer's Mobile Voice VPN numbering plan.

Private Branch Exchange or **PBX** means Customer's internal telecommunication equipment.

Standard Support means the Standard Support Service for Large Business Customers the terms and conditions for which are set out in the EE Large Business Price Guide available on request from EE or at www.ee.co.uk/business/terms.

3. Landline to Mobile Calling Package – the Solution

3.1 Requirements for Solution Provision

The following items are needed for the Customer to receive the Solution:

Customer to purchase	Indirectly Access and Small/Home offices	BT exchange lines installed on each of its PBX sites or Small/Home offices from which it wishes to make calls.
	Programming	Programming of PBXs or other Customer Equipment to route calls to the EE Network.

3.2 Connection Requirements

Indirect Access and Small/Home offices: By agreement with EE the

number of Small/Home office extensions installed at Customer's premises can exceed the number of EE Devices used by Customer. Customer enters IA Code prior to making each call or re-programmes the Indirectly linked office PBX to set the IA Code as a prefix. Non-BT exchange lines at Customer's premises or Small/Home offices cannot support this access method.

4. Customer Obligations

- 4.1 The Customer shall ensure at its cost that Customer Equipment is installed, correctly configured and programmed to receive the Services.
- 4.2 The Customer may be required to assist EE in the completion of a configuration spreadsheet for this Solution. This spreadsheet does not form part of the Customer's Agreement with EE.

5. Technical Support

- 5.1 This clause 5 only applies where the Customer is eligible for Standard Support. If the Customer meets the eligibility criteria set out in the Standard Support Solution Terms, Standard Support applies to this Solution in addition to or as amended by the terms set out below and in the Solution Description.
- 5.2 Fault response times commence from the time a fault has been properly notified to EE by the Customer and EE has identified the source of the fault (EE will use reasonable endeavors to accept the fault within 2 hours of notification of the fault by the Customer).
- 5.3 EE will use reasonable endeavours to rectify faults within Time to Restore Service (TTRS) specified in the Mobile Voice VPN Solution Description. TTRS will be suspended whilst EE is awaiting the Customer's response or action, or that of a Customer supplier. EE will keep the Customer informed of any changes to the fault response timescales and TTRS ends when EE reports the system is fully restored.

5.4 Contact details for the Customer's First Line Support (as described in



the Standard Support Solution Description) shall be set out in the Landline to Mobile Calling Package (Mobile Voice VPN Indirect Access only) Statement of Requirements and changes shall be promptly notified to EE. Contact details for EE are set out in the Standard Support Solution Description.

6. Termination

The following Termination Charges shall be payable by the Customer for early termination of this Solution: Subscription Charges x number of months remaining in the Minimum Connection Period for this Solution.

7. Limitations

Emergency services cannot be accessed using the Solution and EE accepts no responsibility whatsoever for the handling of emergency calls. In the event that the emergency services number (112 or 999) is dialled with the IA Code, a recorded message will be played directing the user to re-dial without dialling the IA Code.

Part 2 – Data Service Plans Mobile Broadband

Data Allowance	Price per User per month (4G Access)	30 Day	12 months	24 months	Out of Bundle
2GB	£12	MBB / Tablets available at full RRP	FOC Mobile WiFi / USB dongle	FOC USB dongle	2.5p / MB capped at £50 per month
4GB	£15.50				
8GB	£20			1p / MB capped at £200 per month	
16GB	£30				
32GB	£40				
64GB	£80				
128GB	£160				

All 4GEE service plans include access to EE's Double Speed 4G at no extra cost, providing download speeds of up to 60Mbps in areas where Double Speed 4G has been enabled.

Data Bundles from 4GB to 32GB can be shared across up to 2 additional Devices for £3.00 per month for each additional Device over your primary Device. Devices will be 3G Data only unless a 4GEE enabler is added for an additional £3.00 per Device per month. Devices will not be able to make voice calls. Data Bundles cannot be shared across Devices subject to a 4GEE Data Only Agreement.

24 Month Subsidised Tablet Plans

Data Allowance	3G Data Access
1GB	£23.00
4GB	£27.50
8GB	£32.00
16GB	£45.00
32GB	£55.00

Extra Terms applying to Mobile Broadband and Subsidised Tablet Plans

A 4G compatible Device is also required and Users must be within range of a 4G base station. If the Customer is upgrading to 4G from a 3G service plan, a new SIM Card will be required to use 4G services. 4G is currently only available in select cities in the UK. Not all services offered by EE are compatible with 4G. Contact us or see individual Solution Terms for details.

The Customer's out-of-bundle spend will be capped at the specified limit per User per month. Customers may continue to use mobile data services after reaching the price cap, but if EE considers the Customer's usage to be excessive beyond the price cap then EE reserves the right to restrict access to mobile data services for the remainder of that billing cycle to protect our network for all our Users. If excessive usage beyond the spend cap is continued month-on-month, EE reserves the right to migrate the Customer to a more appropriate service plan level.

If a data allowance is shared across multiple Devices, the data used will be measured across all Devices connected to the shared bundle and EE's fair use and traffic management policies will be enforced based on total data usage. You must complete a Statement of Requirements Form before we can provide SIM Cards for a Shared Data Bundle. Data Bundles cannot be shared across Devices subject to a 4GEE Data Only Agreement.

Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet for phone for peer to peer file sharing but access speeds will be slower than usual as EE monitors its Network to protect it for all customers. Please see the network management policies on our website for more information.

If using a mobile Wi-Fi device, Users can have additional Wi-Fi enabled devices (such as a mobile phone, laptop or tablet) registered to the mobile Wi-Fi device to use the mobile broadband signal. Remember, the more devices are connected to the mobile Wi-Fi device at the same time, the slower the internet connection will be on each connected device.

Access to our preferred Wi-Fi partner's network is included as part of this Service Plan; presently this is the BT Wi-fi network. The BT Wi-fi terms, including those about acceptable use, will also apply. BT Wi-Fi terms are set out further on in this Price Guide.

Part 3 – Standard Business Charges

Standard Business Charges (UK)

Standard UK call charges

Out of Bundle charges	Price
Calls to other EE and Orange customers	10p per minute
Calls to other mobiles, including T-Mobile customers	30p per minute
Calls to landlines (01/02/03)	10p per minute
Text	10p per text
UK mobile data	£2.55 per MB
Answer Phone retrieval while in the UK	Free
Video calling EE to EE & Orange	25.53p (min 0p) per minute
Video calling calls to customers of other mobile networks including calls to T-Mobile customers	42.55p (min 0p) per minute
Standard photo messaging (smaller than 50Kb)	21.28p per message
Video message, multiple photo or large photo message (over 50Kb)*	42.55p per message

*MMS sent over 4G will also decrement your data bundle (or be charged at your standard out-of-bundle rate if you have used your inclusive data).

Calls to UK Special Numbers

From July 1st 2015, you will not be charged for calls to numbers beginning 0800, 0808 or 116. For calls to numbers beginning 084, 087, 09 and 118, please see pricing below. For calls to these numbers you will be charged EE's access charge plus the applicable service charge, For more details see <http://www.ukcalling.info/>.

Number prefix	Access charge: Price per minute for Core Business Plan (Tailored)	Access charge: Price per minute for all other tariffs
Calls to charity helplines	Free - visit for full details	
Calls to 0808, 0800, 0500 and 116	Free	
Calls to 084, 087, and 118	36.7p	6p

Number Prefix	Call charges if using an EE phone (per minute)
Premium rate numbers (09)	An access charge of 36.7p per minute plus the applicable service charge.
International premium rate numbers (calls to premium rate services operating on international prefixes)	£1.2765

Calls to premium rate numbers

Number Prefix	Call charges if using an EE phone (per minute)
Premium rate numbers (09)	For specific details on 09 call charges, please visit www.ee.co.uk/business/terms and download '09 premium rate number call charges' the call will be charged between £1.0417 and £1.875 per minute or as a fixed charge. 09 numbers charged per minute are rounded for the first minute and billed per second thereafter.

International premium rate numbers (calls to premium rate services operating on international prefixes)	£1.2765
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services		
Emergency services	999	Free of charge
Operator connected calls	National	£1.00 connection charge + 75p per minute
EE guidelines	170/175	Free of charge

Calls to Directory Enquiries

Service	Description	Cost	Further information
118 000 Orange Directory Enquiries service UK	To request a UK national phone number	74p per call. Maximum of 3 numbers per call. It is free to receive the searched number text.	Call customer services on 158 or 345 or visit www.ee.co.uk/118000
118 000 Information finder Directory Enquiries by text	Ask any type of question or request a directory listing by text	Texts to 118000 – 10p; texts from 118000 – £1.00	Call customer services on 158 or 345 or visit ee.co.uk/118000
118 880 Orange International Directory Enquiries service	To request an international phone number	£1.50 fixed charge per call and £1 per minute. It is free to receive the searched number text	Call customer services on 158 or 345 or visit ee.co.uk/directoryenquiries
Other 118's Third party Directory Enquiries	-	Prices to call other 118 numbers other than EE may vary	Call customer services on 158 or 345 or visit ee.co.uk/directoryenquiries

Important numbers

Service	Telephone number	Call charge per minute
International assistance (not call connect)	155	8.5p per minute
Customer services	150	Free of charge
Business customer	158	Free of charge

International Direct Dial

Flat rate charges from the UK means great value all day long, so you pay the same all day, every day, whether you are calling a landline or mobile.

Zone	Zone name	Calling an international number from the UK (per min)	Send a text to an international number from the UK
Zone 1	Republic of Ireland	£0.12	£0.10
Zone 2	Europe 1	£0.17	£0.10
Zone 3	Europe 2	£0.25	£0.10
Zone 4	Asia Pacific	£0.30	£0.10
Zone 5	USA and Canada	£0.10	£0.10
Zone 6	Middle East and South Africa	£0.45	£0.10
Zone 7	Rest of World	£0.65	£0.10

Calling zones

We've grouped countries into simple Calling Zones so it's easy to work out how much International calls will cost.

Zone	Zone Name	Countries
Zone 1	Republic of Ireland	Republic of Ireland, Guernsey, Isle of Man, Jersey
Zone 2	Europe 1	Andorra, Austria, Belgium, Canary Islands Cyprus, Denmark, Finland (inc. Aland Islands), France, Germany, Gibraltar, Greece, Iceland, Italy (inc Vatican City), Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Portugal (inc. Azores and Madeira), San Marino, Spain (inc. Canary Islands, Ceuta and Melilla), Sweden, Switzerland
Zone 3	Europe 2	Albania, Belarus, Bosnia & Herzegovina, Bulgaria, Croatia, Czech Republic, Estonia, Georgia, Hungary, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Serbia, Slovakia, Slovenia, Ukraine
Zone 4	Asia Pacific	Australia, China, Hong Kong, Japan, Korea Republic (South), Malaysia, New Zealand, Singapore, Thailand
Zone 5	USA and Canada	Canada, USA
Zone 6	Middle East and South Africa	Bahrain, Egypt, Kuwait, Oman, Qatar, Saudi Arabia, South Africa, United Arab Emirates
Zone 7	Rest of World	All other countries

Standard Business Charges (International)

To check the international coverage in the countries listed please visit the support section of www.ee.co.uk/business/zones.

Standard voice roaming charges (per min)

Zone	Zone Name	Receiving calls whilst abroad	Making calls either to the country you're in or back to the UK (includes Answerphone)	Making calls to Zone 1-2	Making calls to Zone 3-7
1	Ireland & Channel Islands	£0.0363	£0.1382	£0.1382	£0.65
2	EE Business Zone	£0.0363	£0.1382	£0.1382	£0.85
3	Other Europe	£0.50	£0.75	£1.75	
4	Asia Pacific & South Africa	£0.50	£0.75		
5	USA & Canada	£0.50	£0.85		
6	Middle East	£0.75	£1.10		
7	Rest of World	£0.85	£1.20		

For making calls in Europe (zones 1 and 2), there is a 30 second minimum call charge followed by per second billing in zones 1-2. For receiving calls, it's per second billing from the start. For making and receiving calls outside of this area there is a 60 second minimum call charge and per second billing thereafter.

Standard Messaging Roaming Charges

Zone name	Sending a text when abroad	Under 50 KB MMS ¹	Above 50 Kb MMS ²
Ireland & Channel Islands	£0.0436	£0.1455	£0.1455
EE Business Zone		£0.1455	
Other Europe	£0.25	£0.60	£0.75
Asia Pacific & South Africa	£0.30	£1.00	£1.50
USA & Canada			
Middle East			
Rest of World			

¹Standard MMS (for example a single photo up to 50KB)

²Multiple MMS (for example multiple photos/a video or any message over 50Kb)

Sending an MMS if you have a 4GEE service plan will also decrement any data bundle or incur relevant out-of-bundle data charges.

Standard Data Roaming Charges

Out of bundle usage	Europe rate (Zones 1-2)	Rest of the world rate (Zones 3-7)
Roaming data	£0.1455 / MB	£5.50 / MB

Data Roaming Usage Cap

Per calendar month (not bill cycle)	Europe rate (Zones 1-2)	Rest of the world rate (Zones 3-7)
MB	250	5

EE Business Travel zones

Zone	Zone name	Countries
Zone 1	Ireland & Channel Islands	Guernsey, Isle of Man Jersey, Republic of Ireland
Zone 2	EE Business Zone	Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (south), Czech Republic, Denmark, Estonia, Finland (inc. Aland Islands), France (inc. French Guiana, Guadeloupe, Martinique and Reunion), Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (inc Azores and Madeira), Romania, San Marino, Slovak Republic, Slovenia, Spain (inc. Canary Islands, Ceuta and Melilla), Sweden, Switzerland, Vatican City (Italy)
Zone 3	Other Europe	Albania, Belarus, Bosnia and Herzegovina, Cyprus (North), Faroe Islands, Georgia, Israel (inc. Palestine), Macedonia, Montenegro, Serbia, Turkey, Ukraine.
Zone 4	Asia Pacific & South Africa	Australia, China, Hong Kong, Japan, Korea Republic (South), Malaysia, New Zealand, Singapore, South Africa, Thailand.
Zone 5	USA & Canada	Canada, USA
Zone 6	Middle East	Bahrain, Egypt, Jordan, Kuwait, Oman, Qatar, Saudi Arabia, UAE
Zone 7	Rest of World	All other countries with EE network coverage.

Additional Charges

Payment related charges	
Non-direct debit payment (some plans only) – Agreements signed before 1 October 2015	£2.98 per bill
Non-direct debit payment (some plans only)* – Agreements signed on or after 1 October 2015	50p per connection
Payment failure – direct debit, credit, debit or charge card	£5.00 per failure (VAT n/a)
Device Unlocking Fee	£7.49
Replacement SIM Card Fee	£3.00
Suspension Lifting Fee	£25.00
Disconnection Fee	£25.00
Inactive Connection Fee (per connection)	50p per bill

*If this charge applies it will be stated in the Customer's Agreement with EE.

EE may vary the Additional Charges, or introduce other Additional Charges for account management purposes from time to time.

Please note that if an individual User is paying by recurring credit card authority or direct debit on a Corporate account then payment will automatically be taken (in the case of direct debit) or charged (in the case of credit cards) 25 days after an invoice has been raised – irrespective of what the contractual payment terms are

Part 4 – Voice Service Plan Add-Ons

Unlimited Calls & Texts to EE, Orange & T-Mobile

£5.00 per User per month for unlimited calls and text messages to all EE, Orange, and T-Mobile numbers from within the UK.

Extra Terms

The Unlimited Calls to EE, Orange & T-Mobile bundle must be applied to all voice Connections on your account. Once this Add-On has been applied to your account, it cannot be removed for the duration of your Agreement. Unlimited calls & texts are designed for normal person to person use only. Calls of a duration of 90 minutes or more may be charged at EE's standard out-of-bundle rates. If a Connection contacts over 1000 unique numbers in a month, EE reserves the right to Suspend that Connection.

Calls to EE and Orange bundle

What's included	Calls within the UK to EE and Orange mobiles within the UK, subject to a fair use policy of 3,000 minutes per User per month
Minimum Connection Period	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Connection Period for that Service Plan
Price	£6.50 per month
Extra terms and conditions	
Only one bundle may be active per Connection at any one time.	

Calls to landlines

What's included	Calls within the UK to UK landlines beginning with 01/02/03 subject to a fair use policy of 3,000 minutes per User per month
Minimum Connection Period	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Connection Period for that Service Plan
Price	£6.50 per month
Extra terms and conditions	
Only one bundle may be active per Connection at any one time.	

Text Messaging Bundles

Text bundle	Single user bundles		Shared user bundles	
	30 day contract	contracted	30 day contract	contracted
250	£3.00	£2.56	£3.00	£2.56
500	£4.80	£4.10	£4.80	£4.10
1000	-	-	£9.60	£8.20
2000	-	-	-	£16.00
5000	-	-	£48.00	£41.00
Unlimited*	£7.50	£6.50	-	-

What's included	Standard person to person text message sent within the UK. Unlimited* text bundles are subject to a fair use policy of 3,000 text messages per User per month.
Minimum Connection Period	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Connection Period for that Service Plan
Extra terms and conditions for text bundles	
All text bundles (excluding unlimited* bundles) can be added to an account up to 3 times to give larger bundles.	

Photo Messaging Bundles

Inclusive photo messages	Bundle price
15	£2.55
50	£4.17
100	£6.25

What's Included Standard person to person photo messages sent within the UK

Minimum Connection Period 30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Connection Period for that Service Plan

Extra Terms and Conditions for Photo Messaging Bundles

Only one bundle may be active per Connection at any one time. If a single user bundle is activated by a group leader or sharer, only that individual's usage will decrement the bundle – i.e. the bundle is not shared across the Users on a shared Service Plan. Single User only. Cannot be used in conjunction with any other photo message bundle, photo message offer or promotion.

Sending an MMS if you have a 4GEE service plan will also decrement any data bundle or incur relevant out-of-bundle data charges.

Miscellaneous

Orange Messenger, Orange Text Information

Charges for	Connection charge	Monthly charge	Single message charge
Text info	Free of charge	Free of charge	Financial: 25p news, sport, weather, traffic: 10p

Conference Calling

Connection charge	Monthly charge	Call charges
Free of charge	Free of charge	As per tariff

Only charged for outgoing calls within the conference

Answer Fax

Charges for	Connection charge	Monthly charge	Call charge
Answer Fax	Free of charge	Free of charge	As per Answer Phone tariff

Orange Business Text Messaging

Band	Texts per month		Combined tariff (pence per message)			Combined tariff (pence per message)		
	from	To	To EE & Orange mobiles	To other networks (inc. T-Mobile)	International	To EE & Orange mobiles	To other network (inc T-Mobile)	International
A	1	24,999	6.0p	6.0p	8.0p	4.0p	8.0p	8.0p
B	25,000	99,999	4.0p	4.0p	5.3p	3.0p	6.0p	6.0p
C	100,000	249,999	3.3p	3.3p	4.4p	2.6p	5.2p	5.2p
D	250,000	999,999	3.1p	3.1p	4.1p	2.4p	4.8p	4.8p
E	1,000,000	N/A	3.0p	3.0p	4.0p	2.0p	4.0p	4.0p

Only available to Corporate customers.

EE Pocket Landline

Choose how many numbers or mobiles you need on the service:

Product	Description	Monthly charge
Pocket Landline One-to -One	Allows one UK Pocket Landline number to be routed to your existing EE business UK mobile - great if you're a sole trader.	£10
Pocket Landline Many to One	Choose more than one UK Pocket Landline number, all routed to a single EE business UK mobile - perfect for promoting separate aspects of your business or widening your geographical customer base	£10 per landline number
Pocket Landline One to Many (up to five mobiles)	Ideal for larger businesses who want to manage inbound calls across a team - one UK Pocket Landline can be routed to up to 10 EE business UK mobiles	£15
Pocket Landline One to Many (up to 10 mobiles)		£25

Callers phoning the Pocket Landline number will be charged at standard landline rates. Outbound voice calls made on a Device associated with

Pocket Landline will be charged as a standard voice call in accordance with your voice Service Plan. Whilst you are abroad, Pocket Landline calls you receive will incur Roaming Charges as per your Service Plan.

What's Included

Provision of one or more fixed landline numbers and intelligent routing of inbound calls terminating on an EE or Orange mobile. Routing and availability of the landline number(s) can be managed via a web accessible on-line portal

Minimum Connection Period

Minimum Agreement Term (as stated in your Agreement) or the remainder of that Minimum Agreement Term where Pocket Landline is added during the term of your Agreement.

Extra terms and conditions for Pocket Landline

Maximum of 10 landline numbers and/or mobile numbers can be added. Pocket Landline number(s) will cease to exist upon Disconnection. Pocket Landline numbers are subject to availability and will be allocated on a first come first served basis. Pocket Landline options: one-to-one (one UK landline number linked to one EE mobile); many-to-one (more than one UK landline number linked to one EE mobile); one-to-many (one UK landline number linked to up to UK Orange or EE mobiles depending on plan). Roaming Charges apply as per your Service Plan if any Device associated with Pocket Landline is used abroad.

Porting-In

Existing landline numbers can be ported in for use as a Pocket Landline number. Porting-in requests may be cancelled on 3 working days' written notice prior to communicated porting date, and EE will confirm receipt of

any such request. Porting can take up to 15 working days and EE cannot guarantee a port request can be concluded. You are responsible for settling any outstanding payments or Termination Charges with your existing landline provider. Certain types of telecommunication lines such as (but not limited to) Private Branch Exchange (PBX) and Integrated Services Digital Network (ISDN) lines cannot be ported across to Pocket Landline. Once a landline is ported, it will no longer ring on the relevant fixed phone and there will be no dial tone on that fixed phone. Any existing services on that fixed line number (e.g. broadband, inbound and outbound voice calls, BT Redcare and alarms) will terminate and EE is not liable for any losses, damages, costs or expenses arising from or in any way connected with the termination of such services.

Porting-Out

Porting-Out a mobile number to another service provider will terminate the Pocket Landline number associated with the mobile number and the Pocket Landline service will be terminated.

Porting-Out can only be requested by you asking your new service provider (and not EE). Your new service provider would be responsible for managing the porting-out process on your behalf. You are responsible for all costs associated with porting out.

Portal

Computer and internet access is required for use of Portal (Portal can also be accessed via smartphone device and active data connection). You are responsible for configuration of the Pocket Landline service via the Portal and EE accepts no liability for any losses incurred or arising from your use of the Portal. EE reserves the right to change passwords or suspend access to the Portal at any time to protect the security of Pocket Landline or to stop any suspected abuse.

WiFi Calling

With Wi-Fi Calling, Users with a compatible Device can make and receive calls and send and receive SMS in the UK over compatible Wi-Fi networks, as if they were connected to the EE mobile network.

All calls made or texts sent using WiFi Calling will be charged as per the EE Service Plan set out in the Customer's agreement with EE or in the EE Price Guide for Large Business. Calls and SMS will appear as normal in the Customer's itemised bill.

EE firmware must be installed on a compatible Device for Wi-Fi Calling to be enabled. Devices originally purchased from other operators and some indirect resellers (even where the Device is listed as WiFi Calling compatible) may not work with EE's WiFi Calling solution.

Eligible Customers will have the WiFi Calling add-on automatically applied, or can request WiFi Calling be added at no additional cost. Customers can remove the add-on from individual Connections at any time by contacting EE on 158.

Requirements

To be eligible for WiFi Calling the Customer must have a compatible EE Device with up-to-date software, a 4GEE data bundle, and a voice service plan.

Users will see a WiFi Calling icon on the phone when WiFi Calling is ready to use. WiFi Calling will then work when Users are connected to a suitable WiFi network. The Wi-Fi connection process and behaviour of Wi-Fi Calling will depend on the Device. Some Devices may only use WiFi Calling if you have no signal at all on the EE mobile network. The Customer should check the specifications of its Devices.

The Customer shall ensure its Users are using any WiFi network in line with its terms and conditions. Users may be charged by the WiFi provider for access to the WiFi network.

Restrictions

EE cannot accept any responsibility for the quality, security, availability, internet connection or coverage of WiFi networks and any calls made or received over them.

EE cannot guarantee that all services will behave in exactly the same way when a User is connected to Wi-Fi Calling as they do on the mobile network.

A Wi-Fi call requires approximately 50Kbps of bandwidth, but a minimum internet speed of 2Mbps is recommended.

EE cannot recommend Wi-Fi Calling as a solution for large offices and any such use shall be at the Customer's sole risk and responsibility to configure and support the network, bandwidth, quality, handover between multiple access points and firewall configuration. EE cannot accept any responsibility for any impact to networks over which Wi-Fi Calling is permitted.

WiFi Calling is not compatible with EE Freedom, Mobile Voice Recording, Mobile Voice VPN (formerly known as Orange Wirefree Extension), Call Safe, Smartnumbers or Pocket Landline. These products must be disabled on Connections before WiFi Calling can be activated.

If a User leaves the WiFi network during a WiFi call the call may stop and the User will have to redial when coverage becomes available (either on the Network or back over WiFi) to continue the call. If a User makes a call over the Network and loses coverage, the Users must connect to Wi-Fi Calling before redialling. For the purposes of EE's statistics these do not count as dropped calls.

WiFi Calling is not permitted whilst roaming.

Emergency Services: When using WiFi Calling Users will be able to call the emergency services (on 999) but they will not be able to identify a User's location. Users should therefore keep a fixed line phone to use for

calls to emergency services and use WiFi Calling only as an absolute last resort

Signal Boost with UMA

What's Included UMA technology to certain devices to boost signal, working with Wi-Fi broadband connection – free of charge.

Minimum Connection Period None

Extra terms and conditions for Signal Boost with UMA

Signal Boost is not a VOIP service and does not include free airtime use. All voice and data services consumed within the home Wi-Fi network will be charged at existing EE Service Plan rates. Access requires: a UMA enabled mobile device (as specified by EE from time to time), an EE mobile voice subscription, a broadband connection. Signal Boost should not be used as a replacement for primary-line fixed voice service. EE does not guarantee that more than one UMA phone can access a wireless router at any one time. Typical range is up to 20 metres but exact range will be dependent upon the User's home and local geography. Signal Boost will not connect to public Wi-Fi hotspots, to a livebox or other wireless router whilst roaming abroad.

Visual Voicemail

Visual Voicemail is available on any iPhone with iOS6.0 software or higher, and Carrier Setting 13.2. Visual Voicemail must be set up by account controllers and access requires a 2G, 3G, or 4G signal. Visual Voicemail is available at no extra cost to all EE Large Business Customers with a compatible Device. To use Visual Voicemail abroad you must have

roaming activated and unless you have a data-roaming bundle you will be charged at EE's standard out-of-bundle rates.

Part 5 – Data Service Plan Add-Ons

Super secure 4GEE Starter

On a hosted platform, with 4GEE data and basic security, allowing you to manage and secure your business devices. You can configure email and WiFi, distribute applications and ensure password protection, with the ability to lock and wipe lost devices.

Bundle	Price per month (4G Access)	Out of Bundle	Inclusive Security	Tethering
2GB	£14	2.5p per MB capped at £50 per month	Yes (MobileIron Cloud Lite)	Yes
4GB	£17.50			
16GB	£22.00			

Additional Terms applying to Super secure 4GEE Starter

Minimum Connection Period of 12 months (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan. Accessing the hosted mobile device management platform (the "MDM Platform") requires an internet connection, which must be provided by the Customer. The Customer will be sent a link to register for the MDM Platform in the welcome email sent by EE. If the Customer does not register for the MDM Platform, it will not be entitled to any discount on the contracted service plan Charges. The MDM Platform is End User Licenced Software, and use of the MDM Platform is subject to acceptance of the End User Licence Agreement at point of registration. Use is also subject to the MobileIron Privacy Policy, available at <https://anyware.com/privacy.html>. This product cannot be purchased in conjunction with Data VPN from EE. EE may withdraw or substitute the

MDM Platform at any time on provision of reasonable notice (where it is practicable to provide such notice).

The Customer's IT help-desk shall provide a first-level of support to End Users. Where the Customer's IT help-desk is unable to resolve issues, then it may escalate the issue to EE's Business Customer Services Team.

Where the Customer is provided with a copy of the Solution Description for Mobile Device Management from EE, it will form part of the Customer's agreement with EE.

Data included in the bundle is for use in the UK only. Allowances cannot be shared across multiple Connections. If the Customer regularly reaches the out of bundle spend cap, EE reserves the right to require the Customer to a data bundle appropriate to the Customers usage.

Super secure 4GEE Enterprise

4GEE data with either hosted service or on premise, integrated with your IT systems or provided as a standalone service. Enterprise also has additional features for enhanced business mobility such as advanced application security, content security and access control features.

Bundle	Price per month (4G Access)	Out of Bundle	Inclusive Security	Tethering
2GB	£16	2.5p per MB capped at £50 per month	Yes	Yes
4GB	£19.50			
16GB	£24.00			

Additional Terms applying to Super secure 4GEE Enterprise

Minimum Connection Period of 12 months (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan.

There are a number of Mobile Device Management options available to the Customer on this Service Plan:

- **MobileIron Hosted Solution** – Should the Customer select MobileIron Cloud Basic, Advanced, or Premium from MobileIron, then the Additional Terms applying to Super secure 4GEE Starter shall apply;
- **MobileIron On-Site Solution** – Where the Customer selects the MobileIron On-Site or On-Site Premium solutions, the Mobile Device Management from EE Solution Terms shall apply.

The Mobile Device Management option applicable to the Customer will be specified in the Customer's agreement with EE or in a relevant Contract Change Note. 4GEE Supersecure Enterprise tariffs are not compatible with the Data VPN Solution. The Customer will be sent a link to register for the Mobile Device Management Platform. If the Customer does not register for the Mobile Device Management Platform, it will not be entitled to any discount on the contracted service plan Charges.

Data included in the bundle is for use in the UK only. Allowances cannot be shared across multiple Connections. If the Customer regularly reaches the out of bundle spend cap, EE reserves the right to require the Customer to a data bundle appropriate to the Customers usage..

Super secure 4GEE Enterprise Plus

4GEE data with extra security for regulated environments such as legal, finance and government.

Bundle	Price per month (4G Access)	Out of Bundle	Inclusive Security	Tethering
2GB	£18	2.5p per MB capped at £50 per month	Yes	Yes
4GB	£21.50			
16GB	£26.00			

Additional Terms applying to Super secure 4GEE Enterprise Plus

Minimum Connection Period of 12 months (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan.

There are three Mobile Device Management options available to the Customer on this Service Plan:

- **MobileIron On-Site Premium** – If this is selected the Mobile Device Management from EE Solution Terms will apply; or
- **MobileIron On-Site Premium with Samsung Knox** – If this is selected the Mobile Device Management from EE Solution Terms will apply; or
- **BES 12 Gold Enterprise Plus** – if this is selected the BlackBerry for Business Terms and Conditions in this Price Guide shall apply.

The Mobile Device Management option applicable to the Customer will be specified in the Customer's agreement with EE or in a relevant Contract Change Note. 4GEE Super secure Enterprise Plus tariffs are not compatible with the Data VPN Solution. The Customer will be sent a link to register for the Mobile Device Management Platform. If the Customer does not register for the Mobile Device Management Platform, it will not be entitled to any discount on the contracted service plan Charges.

Data included in the bundle is for use in the UK only. Allowances cannot be shared across multiple Connections. If the Customer regularly reaches the out of bundle spend cap, EE reserves the right to require the Customer to a data bundle appropriate to the Customers usage.

4GEE Handset Data Bundles

Shared Data	Price / month	Out of Bundle	Spend Cap
2GB	£12	2.5p / MB	£50
4GB	£15.50		
8GB	£20		
16GB	£30	1p / MB	£200
32GB	£40		

1GB to 32GB Data Bundles can be shared across up to 2 additional data only Devices for £3.00 per month for each additional Device over your primary Device when taken in conjunction with certain talk plans.

Shared Data Bundles For Shared Talk & Text Plans

Step 1 – Select a data bundle for all Users on a shared talk and text plan to access, and add the 4GEE enabler to any Users who you want to have 4G access, or alternatively select one of the individual 4GEE data boosters from below.

Shared Data	Price / month (3G Access)	Out of Bundle
20GB	£160	2.5p / MB
40GB	£320	
60GB	£480	
80GB	£640	
100GB	£800	
200GB	£1,600	
4GEE Enabler	£3 per user per month	

Step 2 – Add data boosters for individual 4GEE Users (instead of paying for the 4GEE Enabler above). Or if you want security and 4GEE included, take a Super secure 4GEE enabler.

Individual 4GEE data booster	Price per user per month (4G Access)
5GB	£15

4GEE Supersecure Enablers	Price per user per month (4G Access)
Starter	£5
Enterprise	£7
Enterprise Plus	£9

BlackBerry Enablers	Price per user per month
BES 12 Silver 4GEE	£7
BES 12 Gold 4GEE	£9
BES 3G	£10

All 4GEE Users receive access to Double Speed 4G where enabled at no extra cost, providing download speeds of up to 60Mbps.

Extra Terms Applying to Single User Handset Data Bundles, and Shared Data Bundles for Shared Talk & Text Plans

Minimum Connection Period is 24 months or as per the Customer's Agreement with EE. Data tariffs must be purchased in conjunction with a compatible voice service plan. For shared data bundles this means Users must be part of a shared talk and text plan as well. Shared bundles cannot be added mid-contract

Data bundles will not provide access to 4G services unless specified. A 4G compatible Device is also required and Users must be within range of a 4G base station. If the Customer is upgrading to 4G from a 3G service plan, a new SIM Card will be required to use 4G services. 4G is currently only

available in select cities in the UK. Not all services will work over 4G. Please contact us for more information or see individual Solution Terms for details.

Where applicable, the Customer's out-of-bundle spend will be capped at the specified limit per User per month. Customers may continue to use mobile data services after reaching an applicable price cap, but if EE considers the Customer's usage to be excessive beyond the price cap then EE reserves the right to restrict access to mobile data services for the remainder of that billing cycle to protect our network for all our Users. If excessive usage beyond the price cap is continued month-on-month, EE reserves the right to migrate the Customer to a more appropriate service plan level.

Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet on its phone for peer to peer file sharing but access speeds will be slower than usual as EE monitor its Network to protect it for all customers. Please see the network management policies on our website for more information.



BlackBerry® for Business

BlackBerry® Enterprise Service 12 (BES 12) Data Bundles

BES 12 Silver			
UK Data Allowance	2GB	4GB	16GB
Price (4G Data)	£16	£19.50	£24
Out of Bundle UK Data	2.5p/MB		
Out of Bundle Roaming Data	Standard Rates		
UK Out-of-Bundle Spend Cap	£50 / month		
Inclusive Extras	Licence Key, Server Software, Technical Support		
Compatible Operating Systems	BB10, iOS, Android, Windows		

BES 12 Gold			
UK Data Allowance	2GB	4GB	16GB
Price (4G Data)	£18	£21.50	£26
Out of Bundle UK Data	2.5p/MB		
Out of Bundle Roaming Data	Standard Rates		
UK Out of Bundle Spend Cap	£50 / month		
Inclusive Extras	License Key, Server Software, Technical Support		
Compatible Operating Systems	BB10, iOS, Android		

Additional Terms applying to BES 12

Minimum Connection Period 1 month or as per the Customer's Agreement with EE. Customer's out of bundle spend will be capped at the specified limit for each billing cycle. Where spend caps are reached or exceeded on a regular basis, EE reserves the right to charge the Customer for additional usage at the applicable out-of-bundle rates. At the moment we will do this if you hit or exceed a spend cap 5 times in any 6 month period.

Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet on its phone for peer to peer file sharing but access speeds will be slower than usual as EE monitor its Network to protect it for all customers. Please see the network management policies on our website for more information.

BlackBerry® Email Prices (OS7.x and earlier)

Single user tariff	Monthly charge	UK Data Allowance	Wi-Fi	BlackBerry® APN data roaming	UK out of Bundle per MB	Non BlackBerry® Roaming
BES Express Light	£5.00	500MB	n/a	not included - must add on Worldwide BlackBerry roaming as shown below otherwise rates are standard	10p	Standard roaming rates
BES Express Standard	£7.50	750MB	yes		10p	
BES Standard	£15.00	750MB	Yes		10p	
BES Express Intensive	£25.00	1GB	Yes	Unlimited	4p	Unlimited BlackBerry APN roaming
	£30.00	3GB	yes		4p	
	£35.00	10GB	yes		4p	
BES Intensive	£29.00	1GB	yes		4p	Non BlackBerry APN roaming charged at standard roaming rates
	£34.00	3GB	yes		4p	
	£39.00	10GB	yes		4p	
Worldwide BlackBerry® Roaming Add on†	£18.00	n/a	n/a		n/a	

These tariffs are not suitable for use with BES10 or BES 12 and may result in higher than expected charges.

*BlackBerry® Technical Support is included with a full BES plan, and can be added to BES Express plans for an additional £2.50 per month. BES Express Light and BES Express Standard tariffs apply to the BlackBerry® Internet Service.

† Usage not over the BlackBerry APN (e.g. Tethering) will be charged at £0.1651/MB in Zones 1 & 2 and £3.00/MB in the rest of the world.

BlackBerry Tethering	Monthly cost	
	Standard	Secure
1.5GB	£8.51	£8.51
3GB	£12.27	£12.27
10GB	£21.28	£21.28
Out of Bundle	£1.07 per MB	None – fair usage policy applied.
APN	Consumer Broadband only	To be used whenever a Private APN is requested.

Tethering requires Customer to be able to deploy and manage BlackBerry Desktop Manager Version 5 or 6 (Technical Sales can advise). If tethering to a Private APN, you will require the 'Secure' tariff. Please consult Technical Sales.

Extra Terms and Conditions for BlackBerry®

Please see Part 10 for extra terms and conditions applicable to BlackBerry® Services and Equipment, notably BlackBerry® Internet Service (BIS), BlackBerry® Enterprise Server Express (BESX) and BlackBerry® Enterprise Server (BES), BlackBerry Device Service (BDS) and Universal Device Service (UDS).

Orange Maps Professional

Orange Maps Professional plan

Plan length	Upfront payment
12 months	£76.60
18 months	£114.89
24 months	£153.19

Orange Maps Professional Monthly Rolling plans

	Tenure	Monthly charge
Orange Maps (Professional Edition)	30 days	£6.25
Orange Maps (Standard Edition)	30 days	£4.17
Terms and conditions are presented at time of subscription via your Device		

What's included access to UK and Europe mapping and navigation through Orange Maps Professional

Minimum 30 days or as stated in your Agreement

Connection Period with EE

Extra Terms and Conditions for Orange Maps

When taking or migrating to a contracted plan, the length of that contracted plan must be equal to or greater than the Minimum Connection Period remaining on the relevant Service Plan. Subscriptions may be renewed by contacting EE subject to payment of the prevailing Subscription Charges at that time. Connection to OMP is subject to you having a compatible Device to activate OMP as listed and updated on the Orange Maps Site from time to time. Certain functions of Orange Maps may not be available in certain countries from time to time, and Roaming data charges will apply if OMP is used while abroad in accordance with your Service Plan.

Supplementary Terms

Orange Maps Professional (OMP) is subject to the Orange Maps Agreement set out at www1.orange.co.uk/orangemaps/terms.html. The general description of the Orange Maps Service can be found at www.orange.co.uk/orangemaps (Orange Maps Site).

Payment

Where you have a contracted plan, you must pay the entire annual Subscription Charge in advance (this is non-refundable/non-transferable on early termination). OMP will be applied to your account upon receipt of payment. Where you have a rolling monthly plan, you must pay the monthly Subscription Charge and will receive OMP for each month paid.

Part 6 – International Service Plan Add-Ons

Europe Traveller

	12 month plan	Monthly plan
Price	£4.00	£7.00
Calls made within Zone 1 and 2 and back to the UK	12p/min	12p/min
Calls received	Free	Free

What's included Discounted rates specified per month to standard mobiles and landlines within EE Roaming zones 1-2 and 1000 minutes of free calls received per month.

Minimum Connection Period 30 days or 12 months

Extra Terms and Conditions for Europe Traveller

A 30 second minimum call charge (at discounted rate) applies followed by per second billing for making calls. Not available with any other voice Roaming Service Plan Add-On or promotion. Service applies at individual subscription level not account level. If applied to a leader or sharer, only that individual's usage will receive the discount. Cannot be shared.

Orange Business World Traveller

Monthly charge

Name	Monthly charge	Minimum contract	Benefit
Business World Traveller	£5.00	12 months	20% off all roaming calls made to standard mobiles and landlines or received in zones 1, 2 and 5 (EU, USA and Canada) and 10% off all calls made and received elsewhere
Calling while abroad	£6.50	1 month	10% off all roaming calls made to standard mobiles and landlines or received from abroad

What's included Voice calls to and from mobiles and to standard landline numbers, while abroad.

Minimum Connection Period Bundles on a rolling 30 day contract: 30 days.
Bundles on a 12 month contract: 12 months.

Extra Terms and Conditions for Orange Business World Traveller

A 30 second minimum call charge followed by per second billing applies to calls made in Europe (zones 1-2). For receiving calls, per second billing applies from the start. A 60 second minimum call charge with per second billing thereafter applies to calls made and received outside of zones 1-2. Service applies at individual subscription level not account level and if applied to a leader or sharer, only that individuals' usage will receive the discount. Cannot be shared. Not available with any other

voice Roaming Service Plan Add-On or promotion.

Ireland Discount

Calls made from The Republic of Ireland back to the UK or in country	Calls received in The Republic of Ireland.	Calls made from the UK to a Republic of Ireland landline.
13.82p per minute	free	6p per minute

What's included Voice calls made from the Republic of Ireland back to the UK or in country, calls received in The Republic of Ireland and calls made from the UK to a Republic of Ireland landline. calls k to the UK or in

Minimum Connection Period Subscriptions to which Ireland Discount is applied must have a Minimum Connection Period of at least 12 months

Extra Terms and Conditions for Ireland Discount

A minimum connected voice base of not less than 10 Connections must be maintained otherwise the product will be withdrawn from all Connections. On Ireland Discount being applied, all other voice roaming products will be removed. Ireland Discount is compatible with data Roaming bundles. Product applies at individual subscription level not account level. Not available with any other Roaming Service Plan Add-On or promotion. EE Ireland Discount can be added to accounts in Northern Ireland but is only available to customers via the Northern Ireland Direct Field Sales Team.

Flexible Daily Data Bundles

Tariff	Bundled Data	Europe & USA	Rest of World
Daily Bundle for mobile internet on your device	100MB / day	£4	£15

Extra Terms applying to Flexible Daily Data

Eligibility: Flexible Daily Data can only be applied to an eligible account at point of contract or re-sign and must be specified in the Customer's Agreement. Not compatible with any other roaming bundle, promotion, offer or bespoke data roaming pricing. Must be applied to every User on an account except where a roaming tariff with a recurring monthly fee has been included in the Customer's contract. In this case the tariff with the recurring monthly fee will be applied to the User instead of Flexible Daily Data.

Charging: Charges only apply on days that the User uses voice or data whilst roaming. No charge applies when the User does not roam or if the User does not use data when roaming. No credit or refund will be given for any unused data in a Daily Bundle.

Any data usage over and above the data allowance in an applicable Daily Bundle will result in the User being automatically provisioned with further daily bundles up until a maximum of 500MB. For example, 101MB of data used in the EU will result in a daily charge of £8. 201 MB of data used in the EU will be charged at £12. After 500MB each additional MB will be charged at 12p per MB for Europe and USA and £2.50 per MB for Rest of the World.

Any group leader or sharer may take Flexible Daily Data, however only that individual's usage will decrement their individual Daily Bundle. Group customers (including without limitation Talkshare and Your Group customers) may not share a Daily Bundle amongst the various Users.

Usage

Unused data from your Daily Bundle will not roll over into the next day. For the purpose of this Plan, a day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time in the location in which the User first uses data on that day. Each session of data Roaming usage is rounded up to the nearest kilobyte. Flexible Daily Data works in all areas where EE has data roaming agreements in place.

Users can use their Daily Bundle whilst Roaming for GPRS, 3G and HSPA and browsing the internet (subject to availability) using their Device or EE data card. Daily Bundle[s] do not include event Charges such as Charges for download of ringtones or games, and do not include the use of any data services for which additional charges apply.

No credit will be given for any unused data Roaming in a Daily Bundle.

Ordering:

Flexible Daily Data can only be removed providing the Customer replaces it with another roaming bundle and has given EE at least 24 hours' notice.

EU Limits

All Users taking Flexible Daily Data will be opted out of the EU roaming regulations with regard to data. Should the Customer wish to be opted back in to the regulations, they should contact EE customer services.

World Calling and Data from Abroad (roaming) Bundles

Monthly credits on cash roaming bundles are decremented at the standard roaming charges for voice and data.

Voice

Monthly price	Monthly credit received
£50.00	£55.00
£100.00	£110.00
£1,000.00	£1,150.00

Data

Monthly price	Monthly credit received
£50.00	£55.00
£100.00	£115.00
£1,000.00	£1,250.00

What's included

Voice: Roaming voice calls made and received whilst outside of the UK up to the monthly credit ordered.

Data: 3G / GPRS data usage outside of UK up to the monthly cash equivalent limit ordered. Wi-Fi not included.

Minimum

as stated in your Agreement

Connection Period

Extra terms and conditions for Cash Roaming Bundles

Cash roaming bundles entitle you to additional credit for voice and data Roaming services. Any unused usage will roll over for one month only. If a cash bundle expires or is cancelled, the benefit of any unused inclusive voice Roaming included in the cash bundle will be lost and is non-refundable. Cannot be used in conjunction with any other Roaming bundle, offer or promotion. If your Service Plan is inclusive of Roaming call charges, then the allowance granted under the cash bundle will be used first. You may have multiple cash roaming bundles. The £50 cash Roaming Bundle must be attached to a single Connection and cannot



be shared across a group. All other cash roaming bundles must be applied to a group leader and can be shared across the Users on a shared Service plan.

Business Data Traveller

Total Monthly Price	Monthly Data Allowance
£10	Up to 100 MB
£20	Up to 250 MB
£35	Up to 500 MB
£65	Up to 1 GB
£200	Up to 4 GB

What's included	Mobile data usage in the Included Countries (see below). up to the monthly data allowance. Once a User exceeds a Monthly Data Allowance threshold, the Customer is automatically charged for the next Data Allowance threshold. Allowance is per User and cannot be shared across multiple Connections. Connections with this tariff applied will be deemed to have opted out of the warning messages and roaming limits specified in Articles 14 and 15 of Regulation (EU) No531/2012.
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Out of bundle	Usage in excess of 4GB within Included Countries will be charged at 10p per MB . For all other countries all usage will be charged at £2.50 per MB.
Minimum Connection Period	As stated in your agreement. If a Connection has a 30 day Minimum Connection Period, cancelling the Business Data Traveler bundle will also Disconnect the Connection.
Eligibility	Not compatible with any other roaming bundle, promotion, offer or bespoke data roaming pricing.
Countries included	Europe zones 1 & 2 (incl. Norway, Switzerland, Gibraltar & the Channel Islands) USA, Canada, China, Russia, India, South Africa Singapore, Hong Kong, Malaysia, Thailand, Philippines, South Korea UAE, Kuwait, Qatar, Saudi Arabia, Australia & New Zealand Turkey & Israel

Travel Data Bundles

Zone	Monthly Allowance	Tenure	Monthly Charge
Europe only (Zones 1-2)	75MB	30 days	£10
		Contracted 12 month +	£8
	250MB	30 days	£25
		Contracted 12 month +	£20
Global / Worldwide (Zones 1-7)	75MB	30 days	£40
		Contracted 12 month +	£30
	250MB	30 days	£125
		Contracted 12 month +	£100

Out of bundle usage will be charged at the following rates

£0.12 per MB when in Europe (zones 1 -2)

£2.50 per MB when elsewhere, i.e. (zones 3-7)

What's Included GPRS, EDGE, 3G and 3G+ data services (subject to availability) using the User's Device, up to the monthly data limit ordered.

Minimum Bundles on a rolling 30 day contract: 30 days

Connection Period Bundles on a 12 month contract: 12 months

Extra terms and conditions for Travel Data Bundles

If your Service Plan is inclusive of data charges then the allowance under the Travel Data Bundle will be used first. Service applies at individual subscription level not account level and if applied to a leader or sharer, only that individuals' usage will receive the discount. Cannot be shared. Only one Travel Bundle may be active per Connection at any one time. Text and Wi-Fi usage is not included. Once you opt in, the bundle begins automatically, as soon as you start using data in Zones 1 and 2.

Europe Packages

Only applies whilst Roaming in Zones 1 and 2. Please see www.ee.co.uk/businessroaming for zone information.

World packages.

May be used whilst Roaming in any country of the world in which a network supporting internet browsing is available to EE customers.

BlackBerry®

BlackBerry® Europe and BlackBerry® World bundles are only available if you are on a BlackBerry® Internet Service or BlackBerry® Enterprise Server service plan.. Unless specified otherwise, only one Travel Bundle may be active per Connection at any one time.

Calling Abroad from the UK (IDD) – Cash Bundles

Monthly price	Monthly credit received
£50.00	£55.00
£100.00	£110.00
£1,000.00	£1,150.00

What's included Voice calls to other countries from within the United Kingdom.

Extra terms and conditions for Cash Roaming Bundles

Cash Roaming Bundles entitle you to additional credit for voice calls to other countries from within the UK. Any unused usage will roll over for one month only. If a cash bundle expires or is cancelled, the benefit of any unused inclusive international calling included in the cash bundle will be lost and is non-refundable. Cannot be used in conjunction with any other calling abroad bundle, offer or promotion. If your Service Plan is inclusive of calling abroad call charges, then the allowance granted under the cash bundle will be used first. You may have multiple cash calling abroad bundles. The £50 calling abroad bundle must be attached to a single Connection and cannot be shared across a group. All other cash roaming bundles must be applied to a group leader and can be shared across the Users on a shared Service plan.

International calling minute bundle

What's included	100 minutes of international calls made from an Orange Device in the UK to landline and mobiles in key business countries in the EU, US and Canada
Minimum Connection Period	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Connection Period for that Service Plan
Price	£6.50 per month
Extra terms and conditions for International calling minute bundle	
Only one bundle may be active per Connection at any one time. International Direct Dial must be provisioned on your account. The following countries are included in the international calling minute bundle and countries not in this list will be charged at standard IDD rates: Ireland, France, Malta, Spain, Austria, Germany, Netherlands, Sweden, Belgium, Greece, Norway, Switzerland, Cyprus, Iceland, Poland, Canada, Denmark, Italy, Portugal, USA, Finland, Luxembourg and Romania. Countries not in this list will be charged at standard IDD rates.	

Corporate Traveller

Corporate Traveller call rates

Corporate Traveller	Receive calls	Make calls	Calls Abroad from UK
Europe Business (zone 1)	£0.363	£0.1382	£0.08
Rest of Europe (zone 2)	£0.25	£0.70	£0.25
USA (zone 3)	£0.09	£0.22	£0.08
Rest of World (zone 4)	£0.65	£1.07	£0.40
Rest of World Business (zone 5)	£0.35	£0.66	£0.20

Corporate Traveller - Closed User Group (CUG) calls

Corporate Traveller – CUG calls	Receive calls	Make calls	Calls Abroad from UK
Europe Business (zone 1)	£0. 363	£0. 1382	£0.08
Rest of Europe (zone 2)	£0.23	£0.68	£0.25
USA (zone 3)	£0.08	£0.20	£0.08
Rest of World (zone 4)	£0.60	£1.02	£0.40
Rest of World Business (zone 5)	£0.33	£0.62	£0.20

Corporate Traveller zones

Europe Business - Zone 1			
Aland Islands	Austria	Azores	Belgium
Bulgaria	Canary Islands	Ceuta	Croatia
Cyprus South			
Czech Republic	Denmark	Finland	France
French Guiana	Germany	Gibraltar	Greece
Guadeloupe	Hungary	Ireland	Italy
Luxembourg	Madeira	Malta	Martinique
Melilla	Monaco	Netherlands	Norway
Poland	Portugal	Reunion Islands	Romania
San Marino	Slovakia	Slovenia	Spain
Sweden	Switzerland	Vatican City	United Kingdom
Rest of Europe - Zone 2			
Albania	Algeria	Andorra	Belarus
Bosnia & Herzegovina		Cyprus North	Estonia
Faroe Islands	Guernsey	Iceland	Isle of Man
Jersey	Latvia	Liechtenstein	Lithuania
Macedonia	Moldova	Serbia &	Tunisia

		Montenegro	
Turkey	Ukraine		
USA - Zone 3			
United States			
Rest of World - Zone 4			
All other countries not contained in Zones 1, 2, 3, or 5			
Rest of World Business – Zone 5			
Australia	Israel	Pakistan	South Africa
China	Malaysia	Singapore	Taiwan

Extra Terms and Conditions for Corporate Traveller

Corporate Traveller can only be applied to an eligible account at point of contract or re-sign and must be specified in the Customer's Agreement.

Minimum Connection Period: as stated in your Agreement with EE. Service Plan applies at account level not individual subscription level to all voice Connections (or data Connections with voice such as BlackBerry®) enabled for Roaming. On Corporate Traveller being applied, all other voice Roaming products will be removed. Not available with any other Roaming Service Plan Add-On or promotion. Compatible with EE data Roaming bundles. Calls to EE customer services and to EE Answer Phone when roaming with Corporate Traveller are free. To be and remain eligible for the Corporate Traveller, you must have a minimum of 250 active voice connections on Corporate Traveller and Roaming and IDD must make up at least 5% of your total voice usage. Closed User Group (CUG) is formed of all mobile voice Connections on your account to which Corporate Traveller is applied. If you have a Mobile Voice VPN Solution your CUG will also include the fixed line numbers provisioned as part of that Solution. CUG is refreshed on a regular basis to reflect changes to your account.

Charging increments

Zones 1 and 3: 30 second minimum call charge and then per second to make a call and per second to receive a call. All other Zones: 60 second minimum call charges and then per second to make a call and to receive a call. Making a call from one zone to another: charging principle and rates from the highest rate zone will apply. Corporate Traveller zones are defined above.

Corporate Data Traveller

Tariff	Bundled Data	Europe* & USA	Rest of World
Daily Bundle for mobile internet on your phone	50MB / day	£4.00	£20.00
Tethering (Using your phone as a modem)	1MB	14.55p	£3.00

Extra Terms applying to Corporate Data Traveller

Eligibility

Corporate Data Traveller can only be applied to an eligible account at point of contract or re-sign and must be specified in the Customer's Agreement. You must have at least 100 Connections on your account in order to retain eligibility for this Service Plan. Corporate Data Traveller is not recommended for BlackBerry Connections.

Each User who takes the plan has a bundle allowance of 50MB of Roaming Data for browsing the internet on their phone (the "Daily Bundle"). Tethering will be charged separately and usage rounded up to the nearest kilobyte.

Any group leader or sharer may take a Daily Bundle, however only that individual's usage will decrement their individual Daily Bundle. Group customers (including without limitation Talkshare and Your Group customers) may not share a Daily Bundle amongst the various Users.

Daily Bundles are not compatible with any other Data Roaming Bundle, promotion or offer. Users who are not benefiting from a Daily Bundle may take advantage of other data roaming bundles, promotions or offers subject to any terms and conditions that attach to these bundles, promotions or offers.

Charges

Once the order for a Daily Bundle for using mobile internet on your phone has been activated, the Customer will be charged the full cost of the bundle

Any usage over and above the Daily Bundle allowance of 50MB will result in the User being automatically provisioned with another 50MB daily bundle; for example, 75MB of data used in a day whilst roaming in Europe* will result in a daily charge of £8, 125 MB of data used in a day within Europe* will be charged at £12.

The Additional Bundle Charges shall apply regardless of the User's use over any 50MB allowance.

Once Corporate Data Traveler is provisioned on the Customer's account, the Customer will only be charged for a Daily Bundle or tethering on the days that the User uses data whilst roaming therefore there is no daily charge applied when the User does not roam.

Charges incurred whilst Roaming may be billed several months in arrears.

Usage

Unused data from your Daily Bundle will not roll over into the next day. For the purpose of this Plan, a day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time in the location in which the User first uses data on that day. Each session of data Roaming usage is rounded up to the nearest kilobyte.

Corporate Data Traveler works in all areas where EE has data roaming agreements in place.

Users can use their Daily Bundle whilst Roaming for GPRS, 3G and HSPA and browsing the internet (subject to availability) using their Device or EE data card. Daily Bundles do not include event Charges such as Charges for download of ringtones or games, and do not include the use of any data services for which additional charges apply.

No credit will be given for any unused data Roaming in a Daily Bundle.

Ordering:

A Daily Bundle can be removed at any time providing the User has given EE at least 24 hrs notice. Once the Daily Bundle has been removed that User will be charged standard data roaming Charges for any subsequent data roaming.

Zones:

Europe* & USA	Rest of World
Aland Islands, Austria, Azores, Belgium, Bulgaria, Canary Islands, Ceuta, Croatia, Cyprus South, Czech Republic, Denmark, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Italy, Luxembourg, Madeira, Malta, Martinique, Melilla, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Reunion, Romania, San Marino, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, USA, Vatican City	All other countries where EE has Roaming Agreements in place.

Part 7 – In-Building Coverage Solutions

Signal Booster

3G Repeater will pick up any existing signal from the 3G network (even if it's very weak) and transmit that signal to a second box in the middle of your building providing enhanced coverage over a 20 metre range for up to 10 calls. Simple self-install by just plugging into a power source.

£374.16 one off purchase cost.

Separate terms apply to Signal Booster. See www.ee.co.uk/business/terms for details.

Signal Box

Signal Box is a simple self-installed unit that is capable of carrying 4 simultaneous calls, and can provide 3G voice and data coverage up to 15 metres. Broadband connection and spare Ethernet port on your router required.

£75 one off purchase cost

Separate terms apply to Signal Box and are supplied with the Signal Box. Use of the Signal Box constitutes an acceptance of these terms.

Office Signal Box

Office Signal Box is capable of carrying up to 16 simultaneous calls, and can provide 3G voice and data coverage up to 50 metres. EE will install the unit (you cannot install it yourself).

Option	Charge	
One-off Payment	£799 (includes installation)	
Pay Monthly	Monthly Charge	£35
	Minimum Term	24 months
	Installation	Inclusive



Terms applying to Office Signal Box

Regulatory Limitations

EE has a public wireless network licence under which it is authorised to establish, install and use radio coverage solutions, including the Office Signal Box. You are authorised to access the Coverage Solution, but not to establish or install it. As a legal matter the Office Signal Box will always be under our ultimate control and direction. Under our licence we are required to ensure that the Office Signal Box is operated in accordance with the licence and that you are aware of, and comply with, the relevant terms of the licence from the point of installation of the Office Signal Box. The relevant terms of the licence you need to be aware of are as follows:

Ofcom has a right to access to the Office Signal Box and to ensure it is being used in accordance with the licence.

Ofcom can require the Office Signal Box to be modified or temporarily or permanently stop its use if there is a breach of the licence by us, or the Office Signal Box or other coverage solution being operated under the licence is causing or contributing to undue interference with other radio equipment. Ofcom can also do this in times of national or local states of emergency.

The Office Signal Box cannot be moved from the location agreed with us as we are responsible for notifying Ofcom of that location.

Emergency Calls: It may not be possible to make emergency calls on mobiles if the Office Signal Box is not turned on, if there is no internet access; or if there is some other disruption, such as a power outage. If an emergency call is made through the Office Signal Box, the emergency services may use your premises in order to identify where the call was made from.

Open Mode: The Office Signal Box is provided in “Open Mode” this means that anyone on the Network within range of your premises will be able to use the signal generated from the Office Signal Box.

Concurrent Users: The maximum number of concurrent Users of each Office Signal Box is 16.

Internet access limitations: Any faults or interruptions in your internet access will prevent the Office Signal Box working.

Limited Licence: you are granted a limited licence to use the Office Signal Box only for access to our 3G Network and subject to the other provisions your Agreement with us. The Office Signal Box is only compatible with our Network and cannot be used with other telecommunication networks.

Service Limitation: We cannot guarantee that the Office Signal Box will improve the quality of the service enjoyed from the Network throughout your entire premises.

Suspension: If there has been no activity on the Office Signal Box for 3 consecutive months we may temporarily suspend use of Office Signal Box until you contact us.

Your Obligations

Damage: You must take all reasonable steps to protect the Office Signal Box and must not cause or allow to be caused any damage to the Office Signal Box.

Power supply, internet access and bandwidth: You will be responsible for ensuring a continuous supply of electricity to the Office Signal Box, the provision of internet access (either via a broadband connection or via correctly configured LAN and firewalls) and bandwidth and will be responsible for all costs associated with the operation of the Office Signal Box, and the provision of internet access.

Premises for Installation: The Office Signal Box will be installed only at the address agreed. We will not install your Office Signal Box until you have provided us with such location details.

Vacation of Customer's Premises: You must notify us in writing of any intention on your part to vacate your premises and/or relocate to another property giving a reasonable period of notice. We will thereafter remove the Office Signal Box and may our option, and upon payment of an installation fee by you, relocate it to the new property, provided that if we decide to relocate the Office Signal Box we will obtain your consent.

Internet Access: You are responsible for ensuring that you are permitted to use the Office Signal Box with your internet. Operating the Office Signal Box will use data from your internet data allowance. You are responsible for ensuring that data speeds and data allowance are sufficient to cover the use of the Office Signal Box.

Use: You must not knowingly, recklessly or negligently permit any other party to be involved in any fraudulent or other unauthorised use or attempted use of the Office Signal Box or, except as permitted by law, the reverse engineering, decompiling or modification of the software utilised by the Office Signal Box.

Customer Network Configuration: You are responsible for configuring your network in accordance with the Office Signal Box set up guide prior to installation of the Office Signal Box. Where we are due to install an Office Signal Box and such installation fails or is cancelled due to your failure to configure your network, we will charge you £175 (excluding VAT) per Office Signal Box.

Cancelled Orders: If you have ordered an Office Signal Box and subsequently cancel such order prior to installation of the Office Signal Box, we will charge you a cancellation fee of £175 (excluding VAT) per Office Signal Box ordered and subsequently cancelled.

EE's Obligations

Installation: We will install the Office Signal Box at your premises.

You may require removal of the Office Signal Box at any time by writing to us, and we will remove the Office Signal Box as soon as reasonably practicable thereafter.

Reinstallation Charge: You may request relocation of an Office Signal Box from one of your premises to another. Such relocation requires a re-installation of the Office Signal Box by us and is subject to a re-installation charge of £175 (excluding VAT) per Office Signal Box.

If you have Purchased the Office Signal Box

Title: We retain legal ownership of the Office Signal Box at all times.

Warranty: If the Office Signal Box is found to be faulty during normal use within the period of 24 months from delivery, we will either repair or replace the Office Signal Box free of charge in accordance with the manufacturer's warranty and our standard return policy which can be found on our website. This warranty is subject to our inspection of the Office Signal Box and is only valid if the Office Signal Box has been used in accordance with the instructions provided by us and/or the manufacturer and has not been modified, previously repaired (except by a repairer approved by us) or misused.

If you have selected the Office Signal Box Pay Monthly Option

Title: We retain legal ownership of the Office Signal Box at all times.

Warranty: If the Office Signal Box is found to be faulty during normal use we will either repair or replace the Office Signal Box free of charge in accordance with the manufacturer's warranty and our standard return policy which can be found on our website. This warranty is subject to our inspection of the Office Signal Box, and is only valid if the Office Signal Box

has been used in accordance with the instructions provided by us and/or the manufacturer and has not been modified, previously repaired (except by a repairer approved by us) or misused.

Bespoke In-Building Coverage Solutions

EE has a range of bespoke in-building coverage solutions available for larger or more complex installations. Contact your Account Manager for details and pricing.

Part 8 – Machine to Machine

M2M Lite

With entry-level tariffs and a range of data bundles, M2M Lite is the ideal solution for businesses looking for affordable connectivity.

Please contact your EE Account Manager for bundle prices.

Out of Bundle Charges for M2M Lite

SMS to Orange UK & EE	3p / SMS
SMS to other mobiles (including T-Mobile) and UK landlines	6p / SMS
Voice calls	Not Available
CSD to Orange, EE, and UK Landlines (off-peak)	4.25p / MB
CSD to Orange, EE, and UK Landlines (peak)	7p / MB
CSD to other mobile networks (off-peak)	10.21p / MB
CSD to other mobile networks (peak)	25.53p / MB

M2M Lite Roaming Charges

	Zone 1 & 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
SMS	4.95p	25p	30p	30p	30p	30p
GPRS	16.51p	£5.50	£5.50	£4.50	£5.50	£5.50

CSD	15.69p	75p	75p	85p	£1.10	£1.20
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See part 3 in this Price Guide for M2M Lite Roaming Zones

Additional Terms Applying to M2M Lite

Usage is subject to the Machine to Machine Services from EE Solution Terms. Minimum Connection Period will be as set out in the Customer's agreement with EE. M2M Lite does not include access to EE's 4G services. Data allowances cannot be shared across Connections. Any unused allowances will expire at the end of a billing period and will not be rolled over. The Customer must provide its own Devices. Migration from M2M Lite to M2M 4GEE or M2M Enterprise is not possible and a new Connection will be required. Early termination charges may be payable

M2M 4GEE

With a range of larger bundles, M2M 4GEE is a versatile solution for businesses requiring high bandwidth and large capacity solutions, such as those with Digital Signage and CCTV Security.

Please contact your EE Account Manager for bundle prices.

Out of Bundle Charges for M2M 4GEE

SMS to Orange UK & EE	4p / SMS
SMS to other mobiles (including T-Mobile) and UK landlines	4p / SMS
Voice calls	Not Available
CSD to Orange, EE, and UK	4.25p / MB

Landlines (off-peak)	
CSD to Orange, EE, and UK Landlines (peak)	7p / MB
CSD to other mobile networks (off-peak)	10.21p / MB
CSD to other mobile networks (peak)	25.53p / MB

M2M 4GEE Roaming Charges

Note: M2M 4GEE is the name of this tariff. 4G services are not currently available when roaming abroad.

	Zones 1 & 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
SMS	4.95p	25p	30p	30p	30p	30p
GPRS	16.51p	£5.50				
CSD	15.69p	75p	75p	85p	£1.10	£1.20

See part 3 in this Price Guide for M2M 4GEE Roaming Zones

Additional Terms applying to M2M 4GEE

Usage is subject to the M2M Solution Terms. Minimum Connection Period will be as set out in the Customer's agreement with EE. The Customer must provide its own Devices. Allowances cannot be shared across Connections. Any unused allowances at the end of a billing period will expire, and may not be rolled over to the next billing period. Migration from M2M 4GEE to M2M Lite or M2M Enterprise is not possible and a new Connection will be required. Early termination charges may be payable.

M2M Enterprise

With support, service management, flexible bundles, and a dedicated M2M platform – Transcend – M2M Enterprise is designed for businesses to use internally, or to sell on as part of their product and services.

Please contact your EE Account Manager for bundle prices.

Out-of-Bundle Charges for M2M Enterprise

SMS to Orange UK & EE	3p / SMS
SMS to other mobiles (including T-Mobile) and UK landlines	3p / SMS
Voice calls	6p / minute
CSD to Orange, EE, and UK Landlines (off-peak)	6p / MB
CSD to Orange, EE, and UK Landlines (peak)	6p / MB
CSD to other mobile networks (off-peak)	6p / MB
CSD to other mobile networks (peak)	6p / MB
Call Forwarding Services	Not available
Charity Helplines	£0.00
0800*, 0500, 0808	12.76p / min
0845, 0870	17.02p / min
0844 followed by 477	8.51p / min
0844 followed by 428, 462, or 566	63.83p / min
Other 0844 and 0843 numbers	10.21p / min
0871, 0872, 0873	29.79p / min
Satellite calls (881)	£4.8936 / min
055	8.51p / min
056	17.02p / min
070 (Personal Number Services)	Not available
076 (Paging Services)	Not available
09 (Premium Rate Numbers)	Not available
International Premium rate Numbers	Not available
118 (Directory Enquiries)	Not available
082 (Internet for Schools)	Not available
Calls to Consumer Customer Service	Not available
Emergency Services (999 / 112)	£0.00
Calls to Aircraft	£4.8936 / min

*With the exception of calls to EE's M2M Customer Services team, which are free of charge from an EE M2M Enterprise SIM.

M2M Enterprise Roaming Charges

	Zones 1, 2 & 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
SMS	4.95p	25p	30p	30p	30p	30p
GPRS	14.55p	£5.50				
Voice & CSD	13.82p	67.5p	76.5p	£1.08	£1.08	£1.08

M2M Enterprise IDD Charges

	Calling To							
Calling From		Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Zone 1		6.15p	6.15p	6.15p	15p	15p	15p	15p
Zone 2		6.15p	6.15p	6.15p	15p	15p	15p	15p
Zone 3		6.15p	6.15p	6.15p	15p	15p	15p	15p
Zone 4		25p	25p	25p	25p	25p	25p	25p
Zone 5		30p	30p	30p	30p	30p	30p	30p
Zone 6		30p	30p	30p	30p	30p	30p	30p
Zone 7		30p	30p	30p	30p	30p	30p	30p

IDD Zones are set out in Part 3 of this Price Guide

Additional Terms Applying to M2M Enterprise Tariff

Usage is subject to the M2M Solution Terms. Minimum Connection Period will be as set out in the Customer's agreement with EE. To be eligible for the M2M Enterprise tariff, the Customer must maintain at least 2000 Active Connections for the duration of their Agreement with EE. If the Customer drops below 2000 Active Connections on the M2M Enterprise tariff, EE reserves the right to require the Customer to migrate to a different tariff. Where a Customer's tariff has Aggregated Billing the inclusive data allowance will be pooled across all connections on the same tariff on the account. Inclusive allowances will expire at the end of each billing period and will not be rolled over. Migration to M2M Lite or M2M 4GEE is not possible without completing a physical SIM swap. For making calls in the EU there is a 30 second minimum call charge followed by per second billing. For receiving calls it's per second billing from the start. For making and receiving calls outside of the EU there is a 60 second minimum call charge and per second billing thereafter

M2M Enterprise Roaming Zones

International Calling Zone	Included Destinations
Zone 1	Austria, Belgium, Bulgaria, Croatia, Czech Republic, France, Germany, Greece, Hungary, Luxembourg, Moldova, Netherlands, Poland, Romania, Slovakia, Spain, Switzerland
Zone 2	Ireland, Isle of Man, Jersey, Guernsey
Zone 3	Cyprus, Denmark, Estonia, Finland, Italy, Latvia, Lithuania, Malta, Monaco, Portugal, Slovenia, Sweden, Andorra, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Reunion

Zone 4	Albania, Armenia, Belarus, Bosnia & Herzegovina, Faroe Islands, Georgia, Israel, Macedonia, Serbia & Montenegro, Turkey, Ukraine
Zone 5	USA
Zone 6	Argentina, Australia, Brazil, Canada, China, Hong Kong, India, Japan, South Korea, Malaysia, New Zealand, Pakistan, Russia, Singapore, South Africa, Sri Lanka, Taiwan, Thailand
Zone 7	Anguilla, Antigua & Barbuda, Bahamas, Barbados, British Virgin Islands, Cayman Islands, Chile, Colombia, Dominica, Dominican Republic, Ecuador, Egypt, Gabon, Grenada, Guatemala, Haiti, Indonesia, Ivory Coast, Jamaica, Kenya, Mexico, Montserrat, Morocco, Netherlands Antilles, Nigeria, Panama, Peru, Saint Kitts & Nevis, Saint Lucia, Saint Vincent & Grenada, Saudi Arabia, Senegal, Tanzania, Trinidad & Tobago, Turks & Caicos Islands, Uganda, Venezuela, Zambia
Zone 8	All other destinations

Part 9 – Fixed Line Services

For tariffs and terms applicable to Customers who purchase Landline, Fibre Broadband or Broadband for business before 8 September 2015 see Legacy Price Guide for Business.

Corporate Landline

EE Line Rental:

EE Line Rental	Cost per channel per month
Landline (PSTN)	£11.50
ISDN 2	£11.50
ISDN 30	£14.00 (per active Channel on ISDN30)

Standard Charges for Non-Bundle Calls:

Call type	Per minute	Minimum call charge
local	0.85p	0.425p
national	0.85p	0.425p
UK mobile	4.5p	2.25p
0870 national	1.45p	n/a
0845 local	3.90p	n/a

Bundle prices for Standard UK Landline and UK Mobile Calls:

Minutes (per month)	Charges (per month)	
	Standard UK landlines calls	UK mobile calls
200	£1.50	£4.80
500	£3.75	£12.00
1000	£7.50	£24.00
2000	£15.00	£48.00
3000	£22.50	£72.00
5000	£37.50	£120.00
7000	£52.50	£168.00
10000	£75.00	£240.00
20000	£150.00	£480.00
50000	£375.00	£1200.00
75000	£562.50	£1800.00
100000	£750.00	£2400.00
200000	£1500.00	£4800.00

300000	£2250.00	£7200.00
500000	£3750.00	£12000.00

International calls standard rates:

All prices below are provided in pence per minute (ppm)

Destination	Landline	Mobile
Afghanistan	34.8	35.3
Albania	14.8	44
Algeria	17.1	25.7
Andorra	4.8	34.2
Angola	18.4	27.3
Anguilla	31	32.6
Antigua	16.8	15.4
Argentina	1.3	30.6
Armenia	8.4	30.9
Aruba	14.6	30.2
Ascension	96.8	N/A
Australia	2.3	22.9
Antarctica Australian	146.8	N/A
Austria	3.9	13.4
Azerbaijan	16.3	27.3
Bahamas	3.7	N/A
Bahrain	9.7	12.6
Bangladesh	12.1	7.9
Barbados	15.6	29.2
Belarus	30.4	33.8
Belgium	3.2	21.8
Belize	32.5	30.1
Benin	19.4	20.1
Bermuda	6.2	6.2
Bhutan	13.8	20.5
Bolivia	14.6	15.3
Bosnia & Herzegovina	19.7	40.1
Botswana	8.3	23.1
Brazil	6.4	32.1
Brunei	4.4	4.9
Bulgaria	6.9	51.9

Destination	Landline	Mobile
Burkina Faso	28.6	37
Burundi	7.2	21.5
Cambodia	22	22
Cameroon	20.6	27.5
Canada	1.8	N/A
Cape Verde	36.5	36.5
Cayman Islands	13.3	23.9
Central African Republic	31.4	N/A
Chad	23.1	N/A
Chile	3.5	29.6
China	1.4	1.4
Christmas Island	3	N/A
Cocos Island	2.9	N/A
Colombia	3	13.1
Comoros and Mayotte	59.9	52.2
Congo	28	37.6
Cook Islands	87.7	N/A
Costa Rica	5.9	10.6
Cote D'Ivoire (Ivory Coast)	22.4	27.1
Croatia	4.3	29.6
Cuba	102.9	86.7
Cyprus	2.8	4.3
Czech Republic	2.2	24.6
Democratic Rep Congo	114.8	32.7
Denmark	2.8	24.4
Diego Garcia	124.7	N/A
Djibouti	48.2	47.2
Dominica	15.9	30.5
Dominican Republic	8.6	14.8
East Timor	181.4	190.2
Ecuador	28.6	28
Egypt	13.8	15.1
El Salvador	24	24.9
EMSAT	309.3	N/A
Equatorial Guinea	29.4	45.4
Eritrea	34	48.6
Estonia	11.2	36
Ethiopia	30.3	34.9

Destination	Landline	Mobile
Falkland Islands	63.7	N/A
Faroe Islands	33.1	24.1
Fiji	41.6	40.3
Finland	4.8	18.6
France	1.4	13.8
French Guiana	14.3	53.4
French Polynesia	30.4	29.1
Gabon	17.9	28.2
Gambia	41.9	41.9
Georgia	6.9	19.4
Germany	1.4	16.3
Ghana	10	14.2
Gibraltar	3.4	36.3
Greece	1.6	153.4
Greenland	60.1	67.9
Grenada	15.4	28.9
Guadeloupe	6.9	45
Guam	7.8	N/A
Guatemala	17	22
Guinea	33.2	26.4
Guinea-Bissau	86.8	N/A
Guyana	39	34.8
Haiti	37.5	37.5
Honduras	37.4	37.8
Hong Kong	2.4	51.0
Hungary	2.7	18.8
Iceland	2	19.2
India	6.4	6.4
Indonesia	11.6	10.6
Iran	15.4	30.7
Iraq	14.8	17.6
Ireland	1.4	16.3
Israel	1.7	13.9
Italy	1.4	17.9
Jamaica	8.4	16.9
Japan	2.3	15
Jordan	13.8	18.4
Kazakhstan	13.2	33.4
Kenya	12.5	20.8

Destination	Landline	Mobile
Kiribati	73	N/A
Korea – North	108	N/A
Korea – South	4.3	1.9
Kuwait	13	25.7
Kyrgyzstan	11.8	20.9
Laos	11.4	11.4
Latvia	6.3	22.9
Lebanon	28.7	40.6
Lesotho	24.6	32.3
Liberia	21.9	26.7
Libya	28.8	33.9
Liechtenstein	30.7	74
Lithuania	13.3	24.4
Luxembourg	1.4	20.6
Macau	11	10.6
Macedonia	13.8	38.7
Madagascar	29.1	30
Malawi	11.3	14.2
Malaysia	1.8	5.4
Maldives Islands	43.6	45.3
Mali	19.1	30.2
Malta	9.4	36
Marshall Islands	39.2	N/A
Martinique	10.3	45.9
Mauritania	20.4	30.1
Mauritius	11.4	11
Mexico	6.3	44.7
Micronesia	33.9	N/A
Moldova	19.4	28.4
Monaco	5.1	38.2
Mongolia	12.1	11.9
Montenegro	16.7	36.9
Montserrat	18.1	18.1
Morocco	13.7	24.7
Mozambique	10.3	14.6
Myanmar	46.4	46.4
Namibia	10.7	30.1
Nauru	138.4	N/A
Nepal	67.6	76.7

Destination	Landline	Mobile
Netherlands	1.9	17.2
Netherlands Antilles	25.8	25.9
New Caledonia	37.6	37.6
New Zealand	1.9	19.3
Nicaragua	33.2	33.2
Niger	21.1	19.8
Nigeria	14.1	13.2
Niue	90.3	N/A
Norfolk Island	126.6	N/A
Norway	1.4	22.5
Oman	20.7	25.4
Pakistan	13.6	13.6
Palau	54.1	N/A
Palestine	32.5	32.5
Panama	6.1	16.1
Papua New Guinea	101.8	97.7
Paraguay	8.4	25.7
Peru	5.9	30.3
Philippines	11.3	12.5
Poland	1.7	17.7
Portugal	3.4	24.7
Puerto Rico	3.7	N/A
Qatar	19.3	26.8
Reunion Island	22.1	43.2
Rodriguez Islands	13.6	N/A
Romania	9.3	37.1
Russia	4.2	7.1
Rwanda	18.2	18.2
Samoa US	13.9	N/A
Samoa Western	39.1	57.5
San Marino	6.1	N/A
Sao Tome & Principe	141.6	141.6
Saudi Arabia	19.7	23
Senegal	18.5	29.8
Serbia	9.7	33.7
Seychelles	12	12
Sierra Leone	29.4	35.5
Singapore	1.4	1.3
Slovakia	5	26.3

Destination	Landline	Mobile
Slovenia	8.9	46.7
Solomon Islands	134.3	N/A
Somalia	71	92.5
South Africa	5.2	29.7
Spain	1.4	15.5
Sri Lanka	13.4	20.1
St Helena	112.7	N/A
St Kitts & Nevis	15	31.6
St Lucia	15.6	29.1
St Pierre & Miquelon	40.4	43.4
St Vincent	16.6	30.4
Sudan	17.1	17.1
Surinam	31.6	31.6
Swaziland	8.4	17.4
Sweden	1.4	15.3
Switzerland	1.8	21.8
Syria	22	27.4
Taiwan	1.5	13.4
Tajikistan	15.6	15.4
Tanzania	15.1	17.7
Thailand	5.6	13.9
Togo	33.1	36.4
Tokelau	114.5	N/A
Tonga	29.4	29.4
Trinidad & Tobago	11.3	18.4
Tunisia	22.3	39.9
Turkey	4	13
Turkmenistan	17	16
Turks & Caicos Islands	15.9	32.1
Tuvalu	75.1	N/A
Uganda	14	14.8
Ukraine	12.3	19.2
United Arab Emirates	23.8	23.8
Uruguay	8	28.2
US Virgin Islands	1.4	N/A
USA	1.4	N/A
Uzbekistan	8.5	30.7
Vanuatu	75.8	74.9
Vatican City	1.9	N/A

Destination	Landline	Mobile
Venezuela	9	31.5
Vietnam	15.8	15.1
Wallis & Futuna	57.8	N/A
Yemen	20.1	20.3
Zambia	3.2	20.5
Zimbabwe	11	38.5

Tariffs for satellite phone systems' call types are available on request from EE.

Additional Charges:

PSTN Lines

Installation Charges

Description	One-off Charge	Notes
New Line – Installation	£75	Subject to survey
New line - takeover	£5	Subject to availability
Transfer	Nil	Transfer of an existing line

Features

Description	One-off Charge)	Subscription Charges (per month)	Notes
Incoming Call Bar	£1.80	Nil	EE implemented, Per channel
Outgoing Call Bar	£1.80	Nil	EE implemented, Per channel
Admin Controlled Call Diversion	£1.80	Nil	Per setup and per change
Call Diversion		15p	-
'Call Minder – standard		£4.30	-
Call Waiting		75p	-
Caller Display		15p	-

Smart Divert	£5	15p	-
Three-Way Calling		75p	-

Service levels (Business Line)

Description	Subscription Charges (Per month)	Notes
Level 1	-	Not available
Level 2	Nil	Included in line rental
Level 3	£4.00	Per channel
Level 4	£5.00	Per channel

ISDN 2

Installation

Description	One-off Charge	Notes
Digital Standard – new line	£180	Per installation of 2 channels, Subject to survey
Digital Standard – Transfer	Nil	Per installation

Features

Description	One-off Charge	Subscription Charges (per month)	Notes
CLI Presentation		15p	
CLI Restriction		Nil	
DDI Number	£1.20	17p	Digital System only, Per number, DDI planning/reconfiguration charge may apply
Multiple Subscriber Number	£14.50	15p	Per number, planning charge may also apply
Permanent ICB		15p	
Permanent OCB		15p	

Service Levels

Description	Subscription Charges (per month)	Notes
Level 1	-	Not available
Level 2	Nil	Included in line rental
Level 3	£4.00	Per Channel
Level 4	£5.00	Per Channel

ISDN30

Installation

Description	One-off Charge	Notes
Bearer Installation	£1300	Charged once per installation. Subject to survey
Channel Installation	£9.30	Per channel
ISDN30 Transfer charge	Nil	

Features

Description	One-off Charge	Subscription Charges (per month)	Notes
DDI Number	£1.20	17p	Per number, DDI planning/reconfiguration charge may apply
CLI Presentation		15p	
CLI Restriction		Nil	
Customer Controlled Call Forwarding		15p	

Service Levels

Description	Subscription Charges (per month)	Notes
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Level 1	-	Not available
Level 2	Nil	Included in line rental
Level 3	£2.60	Per Channel
Level 4	£4.00	Per Channel

Other ancillary charges may also apply in certain circumstances. A full list of these can be requested from EE.

Corporate Broadband & Corporate Fibre

Corporate Broadband only price plans:

Description	Monthly Subscription Charges	Minimum Connection Period	EE Bright Box wireless router
Corporate Broadband up to 17Mb/sec	£15.00	24 months	Inclusive
Corporate Broadband up to 7Mb/sec	£30.00		
Corporate Fibre 38Mb/sec	£25.00		
Corporate Fibre 76Mb/sec	£30.00		

Corporate Broadband and Calls with Basic Landline:

Description	Monthly Subscription Charges	Minimum Connection Period	EE Bright Box wireless router
Corporate Broadband up to 17Mb/sec and calls	£20.50	24 months	Inclusive
Corporate Broadband up to 7Mb/sec and calls	£40.50		
Corporate Fibre 38Mb/sec and calls	£32.50		
Corporate Fibre 76Mb/sec	£37.50		

and calls			
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Call rates pence per minute are the same as for Corporate Landline set out above.

Call bundles for Standard UK Landlines and UK Mobile Calls are not available with Corporate Broadband and Corporate Fibre.

EE will give the Customer an indication of the actual speed its Broadband Line can support at the point of sale.

These tariffs and the Additional Charges below do not apply to businesses with less than 50 employees.

The EE Broadband services available are determined by the relevant Customer's address (house/premise number or name and post code).

Additional Charges:

Description	One-off Charge
Managed service install of EE supplied wireless router	£110.00
Corporate Fibre Installation	£50.00
Fibre Transfer – from another fibre provider	£25.00
Basic New Line – Installation	£75
Existing line transfer	Nil

Optional Add-on Features:

Description	Monthly Subscription Charge	Notes
Broadband service (24 hours)	£10.00	
Broadband service (8 hours)	£12.00	
Landline service (next working day)	£2.00	

Landline service (same day if before 1pm)	£5.00	
Landline service (8 hours anytime)	£6.00	
Static IP address	Nil	Single address nil charge
Static IP Block : 4	£5.00	
Static IP Block : 8	£10.00	
Static IP Block : 16	£15.00	

Optional Add-on Basic Line Call Network Features:

Description	Monthly Subscription Charge	One-off Connection Charge
Anonymous call rejection	£0.20	Nil
Bar use of 141 and 1471	Nil	Nil
Bar use of call return	Nil	Nil
Bar use of three way calling	Nil	Nil
Bypass number	£0.20	Nil
Call barring - Incoming & outgoing	£0.20	Nil
Call barring (118) - by admin control	Nil	Nil
Call barring (international & PRS - by admin control)	Nil	Nil
Call barring (PRS) - by admin control	Nil	Nil
Call diversion	£1.50	Nil
Call diversion - by admin control	Nil	£2.00
Call features bundle	£2.50	Nil
Call sign	£1.50	Nil
Call waiting	£1.50	Nil
Called party answer	£0.20	Nil
Caller display	£1.50	Nil
Caller redirect (CNI) - one month's service	£1.50	Nil
Choose to refuse	£1.50	Nil
Incoming calls bar - customer controlled	Nil	£2.00
Indirect access call bar	£0.20	Nil
Outgoing calls barred - 999 and 112 not permitted	Nil	£2.00
Outgoing calls barred - 999 and 112 permitted	Nil	£2.00

Presentation number (PSTN)	£0.20	£25.00
Reminder call	£1.50	Nil
Remote call forwarding	Nil	£25.00
Removal of ring back prompt only	Nil	Nil
Ring back	£1.50	Nil
Ring back inhibit	Nil	Nil
Route to credit control	Nil	£25.00
Smart divert	£0.20	£5.00
Three-way calling	£1.50	Nil
Voicemail/1571	£1.50	Nil
Withhold number for all calls	Nil	Nil

Call features bundle consists of ring back, three-way calling and call waiting

Pay to use Basic Line Charges

Description	Pay per Use
Text Message to UK landline	£0.20

Corporate Landline & Corporate Broadband Solution Terms

1. The Solution

- 1.1. This Solution is provided in accordance with the Customer's Agreement with EE. The parties shall agree a Statement of Requirements prior to provision of the Solution by EE. The Statement of Requirements will form part of these Solution Terms.
- 1.2. A Minimum Connection Period applies to this Solution as set out in the Commercial Terms or applicable Contract Change Note.
- 1.3. The Solution will comprise of one of the following: (i) Corporate Landline; or (ii) Corporate Broadband (which may be ADSL or Fibre Broadband); or (iii) Corporate Broadband and Calls (which is a Corporate Broadband and Corporate Landline bundle), in each case as

set out in the Commercial Terms or the applicable Contract Change Note.

1.4. The Corporate Landline & Corporate Broadband Solution Description applies to this Solution and forms part of these Solution Terms.

2. Definitions

"Broadband Connection" means a Connection to EE's broadband service via a Line.

"Channel" means a facility to conduct inbound or outbound, two-way voice or data communication. A Line may have more than one Channel.

"Connected" refers to Lines connected to the Solution, and "Connection", "Disconnection" and "Disconnected" shall have a corresponding meaning.

"Line" means each BT (Openreach) direct exchange telephone landline(s) through which the Customer wishes EE to provide the Solution.

3. Corporate Landline

- 3.1. This clause 3 applies where the Customer purchases (i) Corporate Landline, or (ii) Corporate Broadband and Calls, or (iii) a Line from EE with the Corporate Broadband Solution.
- 3.2. EE shall take all reasonable steps to make the Solution available to the Customer in the United Kingdom at all times until terminated in accordance with the Agreement. EE cannot guarantee to provide the Solution for all telephone numbers, including, for reasons associated with wholesale supplier processes, technical limitations in fixed networks or physical/geographical limitations. The Customer acknowledges that orders for Lines may not be completed. Where a Line cannot be Connected, EE will still process all Lines ordered by the Customer that can be Connected.
- 3.3. In exceptional cases, technical limitations within the wholesale supplier's network may not become apparent until after the Solution

has been installed and used. In such circumstances, or where the wholesale supplier changes its operations, certain services may need to be revised or withdrawn and EE will provide as much notice as possible to the Customer and will rebate any relevant Charges paid in advance by the Customer for any withdrawn service.

- 3.4. Requests for new Lines must be fully detailed in a Statement of Requirements and are subject to acceptance by EE and by the relevant wholesale supplier. New orders may be subject to an engineering visit or site survey.
- 3.5. Any requests for Line features or changes to service accepted by EE will be completed as quickly as possible, but EE's ability to do so may be affected by circumstances outside EE's control and there may be a delay in processing, for which EE accepts no liability.
- 3.6. The Customer gives EE authority to act as its agent in choosing the wholesale supplier for the service for the Customer from time to time. If EE changes the wholesale supplier it will notify the Customer. By requesting service on a Line, the Customer consents to EE obtaining details of the equivalent service (and its features) from the Customer's previous service provider.
- 3.7. The Customer acknowledges and accepts that:
 - a. EE or the wholesale supplier may contact Users directly where necessary for the provision of the Solution and for operational or emergency reasons or in relation to nuisance calls;
 - b. EE may disclose Customer information to the wholesale supplier for the purpose of providing information about the setup of network services at the Customer's premises and the wholesale supplier may share this information with a third party service provider;
 - c. during activation of the Solution, the Customer may experience a temporary loss in its telephone service;
 - d. the wholesale supplier may suspend access to any phone number advertised on the wholesale provider's phone box without its consent; and

- e. the Customer cannot use any form of indirect access enabling outgoing calls to be routed via networks not operated by EE or the wholesale supplier on any Lines to which the Solution is being provided and must disable all other indirect access codes operating on such Lines at its own cost.

4. Corporate Broadband

4.1. This clause 4 only applies where the Customer purchases Corporate Broadband or Corporate Broadband and Calls.

4.2. Services and Equipment:

- a. The Customer must have and maintain for the term of the Solution a Line(s) and, where necessary, have compatible equipment installed at the relevant premises. If the Customer does not comply with this requirement, EE may terminate the Customer's order or terminate this Solution without liability. The Solution cannot be provided for lines on non-BT networks, such as Virgin Media Business or Cable & Wireless networks, or Kingston Communication number ranges. Lines can be checked for compatibility by calling 0800 0790 147. Dynamic IP addressing is provided; optional static IP addressing can be requested.
- b. New Lines must be ordered in accordance with clause 3 above and are subject to acceptance by EE and by the relevant wholesale supplier. New orders of Lines or Broadband Connections are subject to agreement between EE and the Customer of a Statement of Requirements and may be subject to an engineering visit or site survey. The Customer must ensure that any equipment installed by a previous supplier for the purposes of providing broadband and related services will be removed and/or disconnected in order for EE to provide the Solution.
- c. The Customer is responsible for ensuring that it has the necessary equipment to use the Solution and for the

installation of such equipment. Unless otherwise agreed with the Customer, EE will supply wireless router Equipment (with installation where the Customer selects this Solution option). EE reserves the right to supply Equipment that may have been refurbished. Where EE is installing equipment, each User must arrange a mutually convenient installation date with EE's installers by calling 0870 9500 967. EE's standard installation services comprise: setting up and configuration of the wireless router equipment onto the Line and enabling (where the User's equipment supports wireless connectivity) the wireless security access control using an available wireless encryption key; connecting up to two devices to the internet via the equipment with either the Ethernet cable supplied and/or wirelessly if the User's equipment is wirelessly enabled; and demonstrating internet connectivity to the User on the Line.

- d. Where applicable EE will supply and provide Connection of Fibre Broadband Equipment. Connection of Fibre Broadband or migration from another provider of fibre broadband (where possible to do so) will always require an onsite engineer appointment. The Customer must give EE at least 72 hours' notice if an engineering appointment cannot be kept. If the Customer fails to meet an agreed appointment date and/or cannot agree a new date within 30 days of the previously agreed date, EE reserves the right to cancel the order and charge £100.
- e. Where the Customer uses Customer Equipment (including without limitation the Customer's own router) to access the Solution, the Customer acknowledges and agrees that: (i) it is responsible for the suitability of the Customer Equipment to access the Solution; (ii) EE is not responsible for the level of performance or non-performance of the Solution to the extent that it is impacted by the use of the Customer Equipment; (iii) EE does not provide support for the Customer Equipment.

4.3. Connection:

- a. Connection of a Line to the Solution is conditional upon EE: confirming that the Line is in an area which can receive the Solution; and performing a satisfactory telephone line test; and successfully activating the Solution on the Line;
- b. EE will not be liable for any delay in providing the Solution or Connection of any particular Line. EE cannot guarantee to provide the Solution for all telephone numbers, including for reasons associated with processes of the Customer's wholesale supplier of the lines, technical limitations in fixed networks and physical/geographical limitations. The Customer acknowledges that orders for Lines or a Connection to a Line may not be completed. If a Line cannot be Connected, EE will still process those Lines that can be Connected. In exceptional circumstances, technical limitations may not become apparent until after a Line has been Connected and used. In such circumstances, EE may need to withdraw or revise certain services. EE will provide as much notice as possible to the Customer and will rebate any relevant Charges paid in advance by the Customer for any such withdrawn service.

4.4. Migration of broadband connections from Customer's current provider:

- a. Any charges payable by the Customer or User to its current broadband provider if it migrates to EE remain the Customer's or User's liability.
- b. To migrate a Line from a previous provider the connection on the Line must be in the Customer's name. If it is not, then by placing an order with EE, the Customer confirms that the User:
 - i. consents to the transfer of broadband services on that Line from the current provider to EE;
 - ii. consents to the new supply being under a contract between EE and the Customer, and not directly with the User, and that if the User leaves the Customer's employment, the Broadband Connection(s) on the relevant Line(s) may be withdrawn;

- iii. consents to the transfer even though it may result in disconnection charges being payable by the User to a previous provider; and
- iv. acknowledges that title in any equipment used in connection with the existing Line will pass to the Customer and not the User.

EE may require the Customer to provide written evidence of the above consents.

4.5. Relocation:

The Customer may request the relocation of the Solution (or part of it) from one premises to another where a User relocates. Such relocation is only permitted in relation to the same User and EE may charge a fee for the relocation. If the Solution cannot be provided at the new premises, EE will Disconnect the Broadband Connection and Termination Charges will not apply to that Disconnection(s).

4.6. Wireless Router Warranty:

EE will repair or replace (at its discretion) any wireless router Equipment supplied by EE that is found to be defective due to faulty materials or workmanship within 12 months from delivery, save that this warranty shall not apply to:

- a. accidental or malicious damage, theft or other loss or damage to the wireless router Equipment;
- b. any defect arising from the Customer's or a User's incorrect installation or use of the wireless router Equipment;
- c. normal wear and tear; and
- d. the level of performance of the wireless element of the Equipment, which may be affected by conditions outside EE's control, including without limitation the position of the Equipment's installation at the User's premises, the distance

between the Equipment and the wireless adaptor and any interference with radio signals that may arise at the premises.

Any replacements by EE under this warranty will be made with refurbished products of a similar specification at EE's discretion and subject to the original Equipment being returned to EE (at EE's cost). A new unit must be purchased by the Customer at List Price for defects not covered by this warranty, or where EE finds no fault with the original Equipment. The Customer is responsible for the installation of any Equipment repaired or replaced under this warranty.

4.7. Installation Warranty:

EE warrants that installation Services will be free from defects in workmanship for 7 days from completion of the installation. If the installation Services are found to have defects in workmanship in this period, EE will correct the defect within a reasonable time. This warranty is not applicable to damage or problems caused by:

- a. incorrect service, installation, use, modifications or repair by the Customer, a User or any party not authorised by EE;
- b. any person (except EE and its installers) or an external force;
- c. any defective Customer Equipment or any other equipment (other than the Equipment);
- d. any software or other product not supplied by EE or its installers; or
- e. works and adjustments carried out on the Line by the wholesale supplier during the installation warranty period.

4.8. Broadband speeds:

Fastest download speeds of the Solution are up to 76Mb/second for Fibre Broadband and up to 17Mb/second for Broadband (ADSL). Speeds vary depending on the pricing option chosen, the EE broadband Network area, the Line quality and distance from the exchange.

4.9. Additional features:

EE may bundle the Solution with additional facilities, such as a web-email account and website building tools. Such facilities are provided to the Customer on an "as is" basis and can be withdrawn by EE at any time.

4.10. Static IP addresses:

If the Customer opts for a static Internet Protocol ("IP") or a range of static IP addresses, then the following terms will apply:

- a. EE will apply an administrative charge to the Customer's account if the Customer subsequently reduces the number of IP addresses;
- b. EE will not be responsible for providing any technical or other support to the Customer's local area network;
- c. the static IP addresses that are allocated to the Customer are only for use in connection with the Solution and the Customer acknowledges that it will not gain any ownership rights in those static IP addresses. The Customer agrees not to sell them or transfer them to anyone else or try to do so;
- d. upon expiry or termination for any reason of the Agreement in relation to the Solution, the static IP address will revert to EE or its wholesale supplier; and
- e. if a static IP address allocated to the Customer is inactive, EE reserves the right to cease the Customer's right to use the static IP address if the period of inactivity is longer than EE deems reasonable (and for these purposes, a consecutive period of inactivity of more than 6 months shall be deemed to be unreasonable). In such instances, the Customer will be allocated a dynamic IP address in its place.

5. Charges

- 5.1. Each Line and/or Broadband Connection transferred to the Solution or set up will be subject to a monthly Subscription Charge as set out in

the Customer's Agreement or in the Price Guide. Subscription Charges are payable from the date of Connection and are determined by the number of Lines or Broadband Connections transferred or set up in the Customer's order. Any additional Connections in the future will be subject to the terms and conditions then in force and the number of Connections on the account will not be aggregated for the purposes of calculating the monthly Subscription Charge.

- 5.2. *Landline charging of Active Channels for ISDN line types:* For ISDN2, all Active Channels are charged as if separate Lines. For all other ISDN Lines, all Active Channels are also charged as if separate Lines, but are subject to the surcharge set out in the Price Guide at the time of ordering. All Active Channels on a Line must be transferred. Additional set up charges may apply if the number of Active Channels is changed. "Active Channels" means in relation to a Line, each channel on the Line (and in the case of ISDN30, which is activated for use).
- 5.3. Due to limitations in fixed line networks, Charges incurred in one month may not appear on the Customer's bill for that month and will be carried forward and billed in a later bill. EE may (but is not obliged to) limit the Charges the Customer may incur using the Solution. The Customer remains liable for Charges on its account even where they exceed any such limit.
- 5.4. The Customer will be responsible for discharging all charges levied by its current provider.
- 5.5. Where EE agrees to provide new Lines, Installation Charges will be payable for their installation and set-up. Charges may apply for calling and network features. Occasionally, the wholesale supplier may notify that 'exceptional charges' may apply due to the circumstances of the installation, and the Customer shall be liable to pay for those charges if it asks EE to proceed with the relevant order. All such charges will depend upon the prices charged by the wholesale supplier at the time that the order is placed. If the Customer confirms that it wishes to proceed with the relevant order, but subsequently cancels the order, EE reserves the right to charge an administration fee. EE also reserves

the right to cancel the order and charge an administration fee if the Customer fails to meet an agreed installation date and/or cannot agree a new installation date within 30 days of the previously agreed date. Where the Customer is taking Corporate Broadband as part of this Solution, the applicable administration fee shall be £75 and, in case of Fibre Broadband, EE reserves the right to charge the Customer the full Fibre Broadband Connection Charge.

- 5.6. In addition EE reserves the right to charge an administration fee:
- a. if a Line cannot be Connected because the Customer provides incorrect information or fails to discharge its obligations under the Agreement; and/or
 - b. if the Customer requires a site visit to investigate a fault but the fault is not attributable to the EE Network or wholesale supplier's network.
- 5.7. Where the Customer pays the Charges for the Solution by direct debit, payment shall be taken by EE on a date 14 days from the date of the invoice.

6. Customer Obligations

- 6.1. The Customer shall:
- a. provide a suitable and safe working environment for EE and its agents, suppliers and Sub-contractors while at the Customer's premises;
 - b. ensure that any equipment and/or software previously installed for the purpose of routing calls to a third party service provider will be disabled to allow calls to route across the Network;
 - c. not knowingly use or allow the Services to be used in breach of a third party confidentiality or other obligation;
 - d. take all reasonable steps (including testing with the latest commercially available virus detection software) to ensure that any Software supplied or used in connection with this Solution is not affected with viruses, logic bombs, worms or other malware; and

-
- e. ensure that Customer Equipment used with the Solution is protected by suitable security and anti-virus measures

7. Term and Termination

- 7.1. The following Termination Charges shall be payable by the Customer for early termination of this Solution for each Line or Broadband Connection: *Subscription Charge per month x number of months remaining in the Minimum Connection Period for that Line or Broadband Connection.*
- 7.2. *Corporate Broadband:* If a relevant landline telephone account on the Line is terminated by the Customer or a User changes the services on a Line so that the Solution is unable to operate normally, EE may Disconnect the Solution from the relevant Line and the Customer will be liable for Termination Charges.
- 7.3. *Corporate Landline:* Where the Customer has ISDN, each Active Channel will be separately subject to the Termination Charges set out in clause 7.1. Where the Customer ceases to use a Line completely (i.e. it is Disconnected and not transferred to another service provider), then the Termination Charges shall be capped at £20 for each Active Channel.
- 7.4. The Customer acknowledges and agrees that where it purchases the Corporate Broadband and Calls Solution, it is not possible to terminate only one part of the Solution (for example, to terminate Corporate Broadband and retain Corporate Landline) and that Termination Charges for the entire bundled Corporate Broadband and Calls Solution will be payable upon early termination of the Solution. If the Customer wishes to only receive one element of the Solution, it will need to terminate the entire Solution, pay Termination Charges (where applicable), and place a new order for the relevant standalone service.
- 7.5. Upon Disconnection of any Line from the Solution, the Customer acknowledges that future service to the Disconnected Line may not be possible unless the Customer has made alternative arrangements with another telephony service provider.

8. Solution Restrictions and Limitation of Liability

- 8.1. Without prejudice to any other provisions in the Agreement relating to limitations of liability, EE will not be liable (including liability for negligence) for faults in or failures of the network or equipment of other providers of telecommunications services.
- 8.2. The Customer shall indemnify EE for any claims, losses, expenses or damages suffered by reason of any act or omission of the Customer under or in connection with this Solution or the Agreement. The limitations and exclusions of liability contained in clause 22.2 of the General Terms and Conditions for Business Customers do not apply to this indemnity.
- 8.3. EE will not be liable for any Customer losses as a result of restrictions placed on the Customer's account for security reasons.
- 8.4. In exceptional circumstances, certain services may be incompatible with or will not be available with the Solution. The Customer should contact EE to discuss any concerns. EE accepts no liability for these limitations.

9. Technical support

- 9.1. Technical support for the Solution is provided as set out in the Corporate Landline & Corporate Broadband Solution Description, depending on the service maintenance level applicable to the Customer's Agreement.
- 9.2. The Customer can obtain support from EE for this Solution by calling 0800 0790 147 during the relevant support hours. EE does not support any equipment not provided by EE. Fault diagnosis and the extent of support possible may be dependent upon the type of equipment used. The Customer may be asked to provide technical and account contact details. These contacts may be contacted out of hours, including weekends, to deal with any account or security issues that may arise.

Part 10 – Terms and Conditions

Business Class Service for Large Business

What's included

The support services detailed in 'EE's Business Class Service for Large Business Customers' Solution Description published at www.ee.co.uk/businesssterms

Who's eligible

Any Customer that fulfils all of the following criteria:

- is contracted with EE under an EE Business Agreement (EEBA); and
- the EEBA postdates the Solution effective date of 14.07..2014; and
- has 50 (fifty) or more employees at the commencement of its agreement with EE; and
- orders more than 10 Devices and/or SIM Only Connections in the Initial Order; and
- **can provide the following:**
 - for Limited companies; the company registration number and the VAT number;
 - **for Charities; the charity number;**
 - for all other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill.

Service Add-Ons

What's included

The Service Add-Ons detailed in 'Service Add-Ons Solution Description' which is available on request from EE and from which the Customer has a number of options that it may elect to take. The Customer can select to take just one, a number or all of the Add-Ons.

Who's eligible

Any Customer that meets the criteria to qualify for the Business Class Support Service.

Charges

Pricing available on request from EE.

Extra terms and conditions

'Solution Service Plan Terms for Service Add-Ons' shall apply.

Tailored End to End

What's included

The services detailed in 'Tailored End to End Solution Description' which is available on request from EE.

Who's eligible

Any Customer that meets the criteria to qualify for the Business Class Support Service and has 200 (two hundred) Users at the time the Customer takes the Solution and continues to maintain 200 Users or more during the contract term.

Charges

Pricing available on request from EE.

Extra terms and conditions

'Solution Service Plan Terms for Tailored End to End' shall apply.

Tailored Set Up

What's included

The services detailed in 'Tailored Set Up Solution Description' which is available on request from EE.

Who's eligible

Any Customer that meets the criteria to qualify for the Business Class Support Service and has between 50 Users and 200 Users at the time it takes the Solution.

Charges

Pricing available on request from EE.

Extra terms and conditions

'Solution Service Plan Terms for Tailored Set-Up' shall apply.

Premium Service Delivery

What's included

Premium Service Delivery Customers can order new and Upgraded devices to be delivered on a specific day, within a specific time period and can specify an alternative address for delivery of Devices.

Home Delivery	Orders for new and Upgraded Devices will be delivered to a specified User's home address rather than the contracted address.
By 10:00 Service	Orders for new and Upgraded Devices will be delivered to the Customer's contracted address, or the nominated User address, before 10.30 am on the next/chosen day*.
By Noon Service	Orders for new and Upgraded Devices will be delivered to the Customer's contracted address, or the nominated User address, before 12.00 noon on the next/chosen day*.
Saturday Service	Orders for new and Upgraded Devices will be delivered to the Customer's contracted address, or the nominated User address, before 17:30 on the next/agreed Saturday*.

*Orders for next day delivery must be placed before 1pm on the previous working day.

Who's eligible

Any Customer that fulfils all of the following criteria:

- Is contracted with EE under an Orange Business Services Customer Agreement (OBSCA) or an Orange Business Services Master Agreement (OBSMA) or an Orange Business Agreement (OBA) or a Business Agreement (BA) or an EE Business Agreement (EEBA) or a Mobile Solutions II Framework Agreement (MSii) or a Public Services Network Call Off Contract (PSN); and
- Is requesting delivery to an eligible postcode (see Table A below).

Charge

There will be a one off Charge per 5 items delivered:

Delivery Times	Delivery Charges
Home Delivery to a User's address	£5.00
Monday - Friday before 10:00am	£15.00
Monday – Friday before 12pm	£10.00
Saturday	£10.00

Extra Terms and Conditions

1. Geographical exceptions apply (see Table A below).
2. All orders are subject to stock supply and availability.
3. Orders for next day delivery must be placed before 1pm on the previous working day.
4. Up to 5 items can be included in one package, any more than 5 items will incur additional charges. There is no limit to the number of items that can be ordered per delivery.
5. Accessories can be included when accompanied by a Device order.

6. Premium Service is not available for replacement orders under an insurance or warranty claim.
7. Where a customer pays to specify the delivery time they can also include delivery to a User's home address, there will not be an extra £5 charge.

Table A – Exclusions

Postcodes Excluded from pre 10:00am and 12 noon Service													
AB10	BT23	BT66	HS9	IV53	PA33	PH16	AB38	BT43	DD11	IV27	KW17	PA63	PH38
AB11	BT24	BT67	IV1	IV54	PA34	PH17	AB39	BT44	DD7	IV28	KW2	PA64	PH39
AB12	BT25	BT68	IV10	IV55	PA35	PH18	AB41	BT45	DD8	IV3	KW3	PA65	PH4
AB13	BT26	BT69	IV11	IV56	PA36	PH19	AB42	BT46	DD9	IV30	KW5	PA66	PH40
AB14	BT27	BT70	IV12	IV6	PA37	PH20	AB43	BT47	FK16	IV31	KW6	PA67	PH41
AB15	BT28	BT71	IV13	IV63	PA38	PH21	AB44	BT48	FK17	IV32	KW7	PA68	PH42
AB16	BT29	BT74	IV14	IV7	PA39	PH22	AB45	BT49	FK18	IV36	KW8	PA69	PH43
AB21	BT30	BT75	IV15	IV8	PA40	PH23	AB51	BT51	FK19	IV4	KW9	PA70	PH44
AB22	BT31	BT76	IV16	IV9	PA41	PH24	AB52	BT52	FK20	IV40	PA20	PA71	PH49
AB23	BT32	BT77	IV17	IV99	PA42	PH25	AB53	BT53	FK21	IV41	PA21	PA72	PH5
AB24	BT33	BT78	IV18	KA27	PA43	PH26	AB54	BT54	G63	IV42	PA22	PA73	PH50
AB25	BT34	BT79	IV19	KA28	PA44	PH3	AB55	BT55	G83	IV43	PA23	PA74	PH6
AB30	BT35	BT80	IV2	KW1	PA45	PH30	AB56	BT56	G84	IV44	PA24	PA75	PH7
AB31	BT36	BT81	IV20	KW10	PA46	PH31	AB99	BT57	HS1	IV45	PA25	PA76	PH8
AB32	BT37	BT82	IV21	KW11	PA47	PH32	BF1	BT58	HS2	IV46	PA26	PA77	PH9
AB33	BT38	BT92	IV22	KW12	PA48	PH33	BF2	BT60	HS3	IV47	PA27	PA78	TR21
AB34	BT39	BT93	IV23	KW13	PA49	PH34	BT18	BT61	HS4	IV48	PA28	PA80	TR22
AB35	BT40	BT94	IV24	KW14	PA60	PH35	BT19	BT62	HS5	IV49	PA29	PH10	TR23
AB36	BT41	BT99	IV25	KW15	PA61	PH36	BT20	BT63	HS6	IV5	PA30	PH11	TR24

AB37	BT42	DD10	IV26	KW16	PA62	PH37	BT21	BT64	HS7	IV51	PA31	PH12	TR25
							BT22	BT65	HS8	IV52	PA32	PH15	

No Saturday Delivery Available

AB30	IV14	IV6	PA35	PH19	FK17	IV36	KW6	PA65	PH42	AB42	IV23	KW11	15-56
AB31	IV15	IV63	PA36	PH20	FK18	IV4	KW7	PA66	PH43	AB43	IV24	KW12	
AB32	IV16	IV7	PA37	PH21	FK19	IV40	KW8	PA67	PH44	AB44	IV25	KW13	
AB33	IV17	IV8	PA38	PH22	FK20	IV41	KW9	PA68	PH49	AB45	FK17	21-14	
AB34	IV18	IV9	PA39	PH23	FK21	IV42	PA20	PA69	PH50	AB51	IV27	KW15	
AB35	IV19	IV99	PA40	PH24	HS1	IV43	PA21	PA70	TR21	AB52	GV	ALL	
AB36	IV2	KA27	PA41	PH25	HS2	IV44	PA22	PA71	TR22	AB53	JE	ALL	
AB37	IV20	KA28	PA42	PH26	HS3	IV45	PA23	PA72	TR23	AB54	IV30	KW2	
AB38	IV21	KW1	PA43	PH30	HS4	IV46	PA24	PA73	TR24	AB55	IV31	01 Aug	
AB41	IV22	KW10	PA44	PH31	HS5	IV47	PA25	PA74	TR25	AB56	IV32	Aug	
PA45	PH32	HS6	IV48	PA26	PA75	PA60	PH37	IV10	IV53	PA31	PH15		
PA46	PH33	HS7	IV49	PA27	PA76	PA61	PH38	IV11	IV54	PA32	PH16	ALL	
PA47	PH34	HS8	IV5	PA28	PA77	PA62	PH39	IV12	IV55	PA33	PH17		
PA48	PH35	HS9	IV51	PA29	PA78	PA63	PH40	IV13	IV56	PA34	PH18	ALL	
PA64	PH41										KA	27	

Post codes excluded from all premium delivery (delivery is a minimum of 2 days)														



Damage and Full Cover for Large Business

Damage Cover Price per Device	Excess per claim
£5.00 per device per month	£15 / £35 / £55 *
Full Cover Price per Device	Excess per claim
£9.00 per device per month	£15 / £35 / £55 *

Note

* The amount of the excess you will pay depends on the current banding of the Device.

What's included

The insurance product covering EE supplied Devices, that are lost, stolen or damaged accidentally.

Customers taking Full Cover benefit from lost, stolen and accidental damage cover and will also benefit from the inclusion of Extended Fault Cover at no additional charge.

Customers taking Damage Cover benefit from accidental damage only.

Minimum Term

3 months

Extra terms and conditions

This is an additional service which provides insurance for up to 60 months on new Devices. Full terms and conditions apply. See www.ee.co.uk/business/terms for full terms and Device bandings for Excess value.

Fault Cover for Large Business

Service	Charge per Device
Fault Cover for EE Large Business	Inclusive for Eligible Devices
Extended Fault Cover	£6.00
Fault Cover Single Charge	£50.00

What's included

Eligible Devices that are Faulty benefit from a next day* replacement service for 12 months and a return and repair service for months 13 to 24 as an inclusive Service.

Customers may opt to maintain the next day* replacement service (Extended Fault Cover) for months 13 – 24 with a one off Charge payable at the time the Device is ordered.

* If claim accepted before 07.30 pm. Geographical limitations and exceptional circumstances apply. See below.

Terms and conditions

Full terms and condition apply, see page 77

Allowances and Fair Usage

The following rules apply to allowances under all Service Plans and Service Plan Add-Ons:

Allowances – General

Pro-rata calculations

Limits and allowances are calculated on a pro-rata basis where a Service Plan or Service Plan Add-On is active only for part of a billing month upon set up or termination.

Important exclusions

Calls to premium rate and special numbers, any other number ranges, call-forwarding services and any calls made or received whilst Roaming are not included as standard and are charged at prevailing standard rates. Event charges (such as charges for downloads of ringtones or games) are also excluded from allowances, as are the use of any data services for which a special charge is made. Usage outside of that included within your Service Plan will be charged at the relevant then current standard charge rates set out in this document. Orange Magic Numbers does not apply.

Premium and special numbers

EE may from time to time amend or update its list of premium rate and special numbers, see 'Non-standard Price Guide for EE Large Business/Orange Small Business' under the Price Guide tab at www.ee.co.uk/businesssterms.

Unused allowances

Unless otherwise stated, any unused allowance does not rollover from month to month and there is no cash redemption or equivalent value where not used or a Service ends. Where a Service Plan includes an

allowance, that allowance will be used before any relevant bundle allowance.

Specific Allowances

Below are details of the relevant allowances specified in a Service Plan or Service Plan Add-On:

UK calls	Calls made in the UK to EE or Orange phones, UK landlines beginning with 01/02/03, 0800, 0500, 0808 and other UK mobile networks, excluding any form of premium rate or special numbers, as EE may define from time to time
Text messages	Standard person to person text messages (excluding premium rate) sent from EE mobiles within the UK
Landline calls	Calls made in the UK from an EE mobile to UK landlines beginning with 01/02/03
EE to EE & Orange calls	Calls made from an EE mobile within the UK to other EE & Orange mobiles within the UK
Calls between sharers	EE to EE calls between Users within the UK sharing the same Service Plan
Standard email /Wi-Fi	50MB data allowance for internet-based push email in the UK plus unlimited* Wi-Fi per User per month
BT Wi-fi	Use of BT Wi-fi hotspots in the UK only
Mobile browsing	750MB data usage from an EE mobile including email and browsing and inclusive unlimited* Wi-Fi



(bundle)	per User per month.
Mobile data	GPRS, EDGE, 3G, 3G+, and (where specified) 4G browsing of the internet up to the monthly data limit ordered
iPhone	750MB of EE mobile data and unlimited* Wi-Fi per month
Calls and texts between sharers	EE to EE calls and/or texts between Users within the UK sharing the same Service Plan.
Calls to EE Answer Phone	Free from within the UK unless otherwise stated. Use of additional features, such as Answer Phone call return may incur charges.
BlackBerry® UK Data	BlackBerry® data services and EE internet usage on the BlackBerry® handset in the UK; no tethering.

In-Plan

The description of certain legacy tariffs and bundles has recently changed from 'Orange' or 'Orange to Orange' to 'In-Plan'. If applicable, the new name 'In-Plan' will be shown on the Customer's bill. The Customer's tariff and/or bundle entitlement has not changed and the Customer will receive the same inclusive elements as before the description change as described below.

What's included

Calls or Texts to all Orange mobiles and EE Large Business mobiles.

Fair Usage

Fair usage policies apply to all unlimited offers as follows (EE may vary these limits from time to time):

BT Wi-fi	3GB per User per month for use of BT Wi-fi hotspots
Landline calls	3000 minutes per User per month
UK calls	3000 minutes per User per month
EE to EE and Orange calls	3000 minutes per User per month
Text messages	3000 texts per User per month
Calls between sharers	3000 minutes per User per month
Texts between sharers	2000 texts per user per month
iPads	750MB (except when using your iPad on domestic Wi-Fi). Some broadband packages have download limits and you should be aware that using the iPad to access the web through Wi-Fi will contribute to Wi-Fi data usage

Use Outside of Notified Limits

Out of bundle usage will be charged as specified in the relevant Service Plan or otherwise at standard rates. Certain Services are subject to a fair use policy and/or limits on usage, including use within a specified period of time. If your use of the Services exceeds any limits on usage

and/or any fair use policy notified to you from time to time, in order to protect the Network for other users, EE reserves the right (i) to charge the applicable out of bundle rate, (ii) to reduce your access to such services, and / or (iii) to require you to migrate to a more appropriate Service Plan or Service Plan Add-On. EE has no obligation to monitor your use of the Services to ensure that you do not exceed the fair use policies or any applicable limits. EE may additionally manage customers' bandwidth at peak times to preserve the best experience for the greatest number of users.

General Terms and Conditions

The following general rules apply to all Service Plans and Service Plan Add-Ons **unless otherwise stated or agreed**. Any extra terms and conditions which apply will be stated or referenced within this EE Large Business Price Guide or your Agreement with EE.

1. Agreement

Terms and conditions	Connection to a Service Plan and/or Service Plan Add-On is subject to the terms and conditions stated in your Agreement with EE (including, but not limited to, an EE Business Agreement, Business Agreement, or in the relevant Price Guide
Business Customers	All offers in this Price Guide are available to Business Customers on Line 1 only Business Customers are EE customers who can provide the following: <ul style="list-style-type: none"> • Limited companies: the company registration number and the VAT number • Charities: the charity number • All other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill

- For details of all Consumer plans please see www.ee.co.uk.

Compatibility Not all Services and Services Plan Add-Ons are compatible with each other or with all Equipment. You may need to purchase certain Equipment to benefit from the full functionality and range of Services

2. Minimum Connection Period / Termination Charges

Minimum Connection Period All Service Plans and Service Plan Add-Ons are subject to a Minimum Connection Period or Minimum Term and Termination Charges will be payable if the Service Plan or Service Plan Add-On is terminated before completion of that Minimum Connection Period or Minimum Term. Any benefit or offer included within your Service Plan or Service Plan Add-On will end if your use of that Service Plan or Service Plan Add-On ends or if you change to another Service Plan or Service Plan Add-On.

Termination Charges Termination Charges will be as set out in your Agreement with EE.

3. Orders and Changes

Acceptance EE is entitled to accept or reject new orders and change requests and to conduct additional credit checks. Certain Services can only be added, changed or removed by the authorised account holder

Migrations Customers joining before 30 October 2012 may migrate to a higher price point at any time during the term of the Agreement, but may only migrate down one price point one time once you are have passed the mid-point of your Minimum Agreement Term.



Customers joining from 30 October 2012 on can change to a different Service Plan or Service Plan Add-On price point at any time but you may not drop below the price point specified in your Agreement with EE during your Minimum Connection Period.

You may migrate from a pay monthly Service Plan to a Business SIM Only Service Plan at any time subject to the payment of any outstanding Termination Charges if this is during the Minimum Connection Period.

Service Plan Add-Ons

Service Plan Add-Ons taken on a rolling 30 day contract can be added, removed or changed month on month provided the bundle has been on the account for an initial minimum period of 30 days. A Service Plan Add-On will normally be activated within 24 hours of an order but you may ask for it to be activated at any time up to 28 days in advance. Bundles do not take effect until they have been activated. "Contracted" or "Fixed" bundles may only be added at the point of Connection of the relevant Service Plan and must remain Connected for that Service Plan's Minimum Connection Period. Once a Service Plan Add-On is applied to your subscription you will continue to receive it for the life of your contract unless you contact EE to remove it.

4. Service Plan Add-Ons

Shared Bundles All shared bundles are subject to a maximum number of sharers, being the lower of the limit stated for the chosen bundle or the limit stated on the Service Plan to which the bundle attaches. Shared bundles are attached to the Service Plan leader, and accordingly, all sharers on the same Service Plan.

Recurring Bundles

Recurring monthly bundles have a minimum subscription of one (1) calendar month from the date they are applied to your account and shall remain recurring unless and until you tell us that you want to stop using the bundle at any time, or until otherwise terminated under your Agreement. Cancellation will take effect on the next billing date following the expiry of 10 days from the day you notify EE that you wish to cancel the relevant bundle. The charge for the bundle will be applied to your account on your billing date, which can be found on your bill. You can terminate a recurring bundle at any time after the 1 month minimum subscription and it will be moved from your account.

5. Leaders and Sharers

Leaders and Sharers

Leaders cannot be changed during the Minimum Connection Period. If the leader of a Service Plan is disconnected for any reason, EE may select a sharer to become the new leader.

Roaming:

Roaming Activation

Roaming must be provisioned on the Connection(s) to which any Service Plan or Service Plan Add-On involving Roaming is applied before you travel abroad. See www.ee.co.uk/businessroaming for further details on Roaming zones and the calculation of Roaming charges, both of which may vary from time to time.

Roaming

Roaming services are subject to connection to foreign networks, over which EE has no control, and therefore

Services the availability and quality of Roaming services cannot be guaranteed.

Billing Charges incurred whilst Roaming may be billed several months in arrears. Where voice or data Roaming is inclusive in a Service Plan or Service Plan Add-On, Roaming used and processed in time to appear on your bill for the corresponding month will be shown as decremented from that month's allocation. Inclusive roaming which is processed too late to appear in the bill for that month will be shown as free of charge in the bill in which that usage ultimately appears.

Try 4G EE may offer a two month trial of 4G services to new Customers who sign to a 4GEE data tariff with an average monthly UK data allowance of 2GB per User or greater and a 24 month Minimum Connection Period or longer. Eligible in-life Customers with a compatible device may be offered a two month trial of 4G services at any point during their Minimum Agreement Term. No UK out-of-bundle data charges will be incurred during the two month trial period. At the end of the trial period, Customers will revert to their contracted data bundle.

EU Roaming Data Limit Where you elect to activate Roaming on all or part of its account, the EU roaming data limit will apply to the relevant Connections unless you have purchased a rolling Roaming Data Bundle of 250MB in the EU or greater. Contact EE to change your Roaming options.

Automatic Updating and Tablets and netbooks have the facility to use large amounts of data compared to other types of device and

Downloads may also be subject to functions and applications that operate automatic updates and downloads. You acknowledge and accept that activating roaming on your tablet or netbook may result in automatic usage at Roaming rates and in downloading applications you will be liable for any associated data charges including Roaming charges incurred when such applications are automatically updated. You can advise EE at the point of activating roaming if you would like this automatic update facility to be switched off. If you have an iPad you must ensure that it uses software IOS4.2 (or any subsequent update) in order to receive EU regulatory messages concerning Roaming.

6. Price Caps

Data Usage. Customers may continue to use mobile data services after reaching any applicable price cap, but if EE considers the Customer's usage to be excessive beyond the price cap then EE reserves the right to restrict access to mobile data services for the remainder of that billing cycle to protect our network for all our Users. If excessive usage beyond the price cap is continued month-on-month, EE reserves the right to migrate the Customer to a more appropriate service plan level

7. Billing

Rounding

Usage is rounded according to the rules set out at www.ee.co.uk/business/rounding

M2M Enterprise tariffs are rounded to the nearest 1p.

Direct debit All Charges are calculated on the basis of payment by direct debit. Payment by other methods will incur the relevant Additional Fee.

Itemised billing All Service Plans come as standard with free online itemised billing. Paper itemised billing can be requested and will be chargeable.

Changes between Billing Dates Where Services are added /removed between billing dates, charges and allowances will be pro-rated.

Dates Where the Charges under this Agreement are varied, there may be a delay in those changes becoming effective due to billing cycles. There may also be a delay in any bespoke roaming, international direct dial solution or International Data Bundle being implemented.

Peak / Off-peak UK peak times: 7:00 am to 7:00 pm Mondays to Fridays

UK off peak times: all other times including English bank holidays.

T-Mobile customers Charges for calls and texts made to T-Mobile customers are charged as calls and texts to customers of another mobile network.

BlackBerry® for Business Terms and Conditions

1. Interpretation

This Solution is provided in accordance with the Customer's Agreement with EE. The term "Solution" is used in these Solution Terms to refer to BIS, BES, BES Express and BES12 (as defined below) as appropriate. The

parties must agree the BlackBerry® for business Statement of Requirements prior to provision of the Solution by EE. This document forms part of the BlackBerry® for business Solution Terms. There is no Solution Description applicable to this Solution but the Customer is responsible for ensuring the Customer Equipment for use in connection with this Solution meets the BlackBerry specifications referred to in the Statement of Requirements document.

2. Definitions

Application: means the software applications that the Customer is able to access via the mobile data server element of the applicable BES, BES Express or BES12 End User Licensed Software and those that a User may load directly onto a BlackBerry® Device.

BlackBerry® Products: means any BlackBerry Equipment supplied to the Customer by EE under the Agreement together with any related documentation.

BlackBerry®: means BlackBerry UK Limited with its registered office at 200 Bath Road, Slough, Berkshire SL1 3XE (company number 040224220) or any of its subsidiaries or affiliates (as relevant).

3. BlackBerry® for business – the Solution

3.1 Service:

- a. These terms and conditions apply to the following BlackBerry® Services:

BlackBerry® Internet Service (BIS)

synchronises the Customer's web based email accounts with its BlackBerry® to give the Customer mobile push email and mobile internet without any need for its own email server

BlackBerry® Enterprise Server Express (BES Express)	gives secure access to the Customer's Microsoft Exchange® or Lotus Domino® server but has no software or licensing costs
BlackBerry® Enterprise Server (BES)	gives the Customer's employees secure mobile access to the Customer's company Microsoft Exchange®, Lotus Domino® or Groupwise® email server and company applications
BlackBerry® Enterprise Service 12 (BES12)	gives the Customer's BB10, Android, Windows Phone and iPhone Users secure mobile access to the Customer's mail server and company applications

- b. BlackBerry®, BlackBerry®, Research In Motion® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under licence from Research In Motion Limited.

3.2 End User Software Licence:

- a. The Customer agrees (and shall procure that its Users agree) to be bound by the BlackBerry® Solution License Agreement in the form specified at <http://uk.blackberry.com/legal/blackberry-solution-license-agreement.html> as may be amended or updated from time to time.
- b. A Client Access Licence (CAL) for each User of BES or BES12 may need to be purchased from EE by the Customer in order to receive the Services from EE.

- c. Customer is responsible for the cost of any additional End User Licensed Software licence fees payable to BlackBerry in order to receive the relevant BlackBerry® Service from EE.

4. Customer Obligations

- 4.1 The items needed for the Customer to receive BES or BES Express or BES12 Services from EE are referred to in the Statement of Requirements. The Customer will be solely responsible for the provision, installation and maintenance of all those items and will bear all costs associated with them.
- 4.2 Except to the extent that EE or BlackBerry are expressly precluded from law from prohibiting these activities, the Customer shall not (and shall procure that its Users shall not) itself nor authorise any other person to, alter, modify, adapt, create derivative works, translate, deface, reverse engineer, disassemble, decompile or otherwise attempt to derive the source code of BlackBerry End User Licensed Software and/or associated CALs, in whole or in part, nor shall the Customer or its Users attempt to do any of the above.
- 4.3 Unless otherwise agreed by the parties in writing, the Customer shall be responsible, at its own cost, for:
 - a. the installation and configuration of all Software;
 - b. providing any training to Users of BlackBerry® Devices (if required);
 - c. integrating its internet service provider or other email accounts with the BIS Solution; and
 - d. deactivating any lost, stolen or replaced BlackBerry Devices.

5. Export Control

- a. The BlackBerry® Solution License Agreement contains export restrictions imposed by the US government. The Customer agrees

(and shall procure that its Users agree) to comply with those restrictions in respect of the BlackBerry® Products.

- b. From time to time, EE (or BlackBerry) may make available information to the Customer or its Users regarding countries in which use of or to which import or export of the BlackBerry® Products may infringe local laws. All such information is provided for information only, does not constitute legal advice, and EE (and BlackBerry) accepts no liability for any inaccuracy, or act or omission of the Customer in reliance upon it. The Customer is advised to take independent legal advice before using or importing or exporting the BlackBerry® Products abroad. However, EE understands from BlackBerry that, unless directed otherwise by BlackBerry, use of the BlackBerry® Products in the European Union and Switzerland shall not require the Customer to obtain any additional permission beyond those already secured by BlackBerry.

6. Solution Restrictions

Unlimited* BlackBerry® APN data roaming is subject to a 75MB per User per month fair use policy over BlackBerry® APN (for OS7.x Devices and older). BB10 Devices require a compatible BB10 Data Bundle.

7. BlackBerry® Technical Support from EE

- 7.1 In this clause “Standard Support” means the Standard Support Service for Large Business Customers the terms and conditions for which are set out in this EE Large Business Price Guide. If the Customer meets the eligibility criteria set out in the Standard Support Solution Terms, Standard Support applies to this Solution.

- 7.2 The following provisions (7.3 to 7.12) of this clause do not apply to BIS Services from EE.

- 7.3 EE will provide technical support to the Customer’s BlackBerry® server administrator where the Customer has either purchased a full BES or BES12 subscription or has purchased technical support products for all of its BES Express Connections. Where a Customer is upgrading to BES12 from BES or BES Express, EE will only provide technical support where a BES12 bundle or BES12 CALs have been purchased through EE.

- 7.4 It is not possible to take technical support for a portion of the Customer’s BES Express Connections only. If the Customer has only purchased technical support on a portion of its BES Express Connections, EE reserves the right, with prior notification to the Customer, to add the technical support product to the remainder.

- 7.5 The Customer is responsible for providing a first level of support to Users through its own IT Helpdesk and shall ensure that its IT Helpdesk personnel are properly trained to enable the Customer to comply with its support obligations.

- 7.6 If the Customer’s IT Helpdesk is unable to resolve an issue it may escalate the issue to EE’s BlackBerry® Support Team. EE’s BlackBerry® Support Team will be available 24 hours a day, 7 days a week on 0800 079 0226 where calls are escalated in accordance with this clause 7.6 and clause 7.7 below. EE shall use its reasonable endeavours to resolve any issues properly escalated in a timely manner.

- 7.7 The Customer’s IT Helpdesk personnel are solely responsible for escalating issues to EE’s BlackBerry® Support Team. EE will not accept support requests from Users direct. The Customer must notify EE of the names of its IT Helpdesk personnel before calls are placed to EE’s BlackBerry® Support Team.

7.8 Where appropriate EE's BlackBerry® Support Team will make any BES, or BES Express fixes and security patches released from time to time available to the Customer or advise the Customer where such updates may be downloaded from. Any upgrades which may become available from time to time will be brought to the Customer's attention by EE's BlackBerry® Support Team. EE reserves the right to charge the Customer for the provision of any upgrades to BES or BES12. BES Express upgrades are available for download from <http://uk.blackberry.com/business/software-and-services/blackberry-enterprise-server-express/requirements-and-specifications.jsp>

7.9 If the Customer has an existing BES or BES Express or BES12 Server EE will only provide support if the Customer transfers all of its existing Users to EE or, in the case of the Customer using dual suppliers, if it transfers at least 50 of its existing Users to EE.

7.10 EE shall have no responsibility for faults which in its reasonable opinion result (directly or indirectly) from:

- a. the Customer's use of its internal telecommunication equipment or to any equipment not provided by EE;
- b. improper or unauthorised use of the Service or interference with the Service by the Customer including from Customer Equipment;
- c. events outside of EE's direct control; and
- d. a breach by the Customer of its obligations under the Agreement;

EE may charge the Customer reasonable repair fees (including the cost of replacement equipment) to rectify any faults resulting from the above.

7.11 If the Customer accesses and utilises Applications via the Mobile Data Services component of the BES or BES Express or BES12 End User Licensed Software or by loading them directly onto a Device the Customer is solely responsible for any support arrangements in respect of those Applications. EE's BlackBerry® Support Team may

require the Customer to remove any third party Application before attempting to diagnose a reported fault. EE's BlackBerry® Support Team will not be responsible for facilitating dialogue between the Customer and any Application developer.

7.12 Devices purchased from another network operator cannot be covered under the insurance propositions sold by EE or provided on behalf of EE, as described at www.ee.co.uk/business/terms. In the event of such faulty device the BlackBerry® Support Team can offer technical support to: (i) BES Express customers where Customer has purchased support from EE; and (ii) to BES or BES12 Customers. However the Customer will need to purchase a new device from EE if repair is required or contact their previous network operator, from whom they bought the device.

Fault Cover for EE Large Business

Version 1.0 (3rd December 2014)

These terms shall only apply to Devices provided by EE to new Customers or Customers that have re-signed with EE after 3rd December 2014. For new Devices provided by EE to Customers with agreements that pre-date 3rd December 2014 and which were eligible for the Faulty Replacement Service(FRS), FRS shall continue to apply.

1. What is it?

Fault Cover for EE Large Business (the "Service") provides cover for eligible Devices that are Faulty. For the purposes of the Service Faulty means:

- that the Device has developed a fault and does not operate in accordance with its normal specification or operating instructions; and
- such fault is caused by faulty materials or workmanship; and
- such fault (or the cause of such fault) is not otherwise excluded under the terms of this Service.

If the Device is agreed to be Faulty, EE will (at its option) repair or replace it at no charge.

The Service is additional to, and does not affect, the legal rights that the Customer may have under the general law against the retailer of the Device (which may or may not be EE) or under any separate warranty offered by the manufacturer of the Device.

2. Eligible Devices

The Service is only available to EE Branded Devices and Qualifying Non-Branded Devices provided to EE Large Business Customers which are Connected to the Network under the Customer's Agreement.

The Service does not cover:

- Device accessories which are not integral to or connected to the Device such as wrist straps, carry cases or styluses (These may be covered by the manufacturer's warranty, if any);
- Dongles and Data cards (These may be covered by the manufacturer's warranty, if any);
- batteries which are more than 6 months old;
- the Device for loss, theft or damage. EE has other products which may be available to the Customer to cover these events.

The Service is not available:

- to Devices on Consumer service plans; or
- on SIM only connections; or
- to Customers on PAYG agreements; or
- to Devices on any Service Plan that expressly excludes the Service; or
- to Devices that expressly exclude the Service.

These terms and conditions do not cover network services. Network service is subject to the Customer's Agreement.

3. Service Period

The Service is available on all eligible Devices provided by EE during the term of the Customer's Agreement. The Service shall apply to each individual Device when EE Connects the Customer's new Device on the Network.

The Service will end if:

- the Agreement under which the Device(s) is Connected is terminated; or
- the Customer is in breach of its Agreement; or
- any undisputed Charge is not paid when due under the Customer's Agreement.

This Service shall be void if the Customer or anyone acting on the Customer's behalf makes any false or fraudulent claim or supports a claim

by providing false or fraudulent documentation, device or statements and the Customer will forfeit all rights under the Service and all cover will cease.

The Service will end for an individual Device when one or more of the events occur:

- the Device is Disconnected from or not Connected to the Network; or
- the Device is suspended or terminated for any reason; or
- 24 months after the Device was first Connected to the Network; or
- the Device no longer meets the Service eligibility criteria; for example the Service Plan is changed to a Consumer Service Plan.

Once the Service expires or ends, it cannot be extended or re-started.

The Service is non-transferable EXCEPT:

- where the Customer re-signs with EE on a new Agreement. In such an event Devices that are transferred from the Customer's Agreement onto the Customer's new Agreement will continue to benefit from this Service for the remainder of their 24 month period from first Connection to the Network or the term of the new Agreement whichever is the shorter period
- In the event that a Device is novated or transferred out of the Customer's Agreement to another EE customer, EE may allow, at its option, for the Service to continue for the Device.

4. Exclusions and Limitations

EE will repair or replace a Faulty Device provided that:

- the Device has been used in accordance with the manufacturer's operating instructions and any operating instructions issued by EE; and
- all repairs have been/are arranged by EE; and
- the Customer complies with these terms and conditions and its Agreement; and
- the Device meets the eligibility requirements of this Service.

The Service cannot be bought as a separate service from EE. The Service is subject to these terms and conditions. The terms of the Service may be varied after EE has given the Customer 30 days' notice.

The Device will not be repaired or replaced where there is a fault or defect caused by or consists of:

- normal wear and tear, rusting, oxidation or other deterioration due to normal use, exposure, atmospheric or climatic conditions (wear and tear);
- something specifically excluded under the terms of the manufacturer's guarantee or warranty for the Device or which is the subject of a manufacturer's recall of faulty products (manufacturer's guarantee or warranty exclusion);
- breakdown or interruption of the network service (network service);
- damage during any testing, repairing, adjusting, servicing or maintenance operation caused by improper or unauthorised repair, maintenance or modification (unauthorised maintenance or faulty workmanship);
- damage which does not impair the normal functions of the Device (cosmetic damage);
- disregard of the manufacturer's instructions for operation and care of the Device (manufacturer's instructions);
- anything that EE has stated to the Customer is a limitation of the specific Device (EE Device - specific limitation).

The Service does not cover the Customer for loss of use or consequential loss of any kind (for example loss of business/unauthorised calls).

5. Repairs & return of Device to EE

If a Device develops a fault that the Customer considers qualifies it as Faulty under this Service, the Customer shall contact EE on 158 from an EE Device or 07973100158 from another phone. EE will carry out an initial over-the-phone diagnosis and if the Device appears Faulty, EE will arrange to provide a replacement Device and/or collect the Device for repair or examination. EE may at its discretion require the Customer to return the original Device for examination before a repair or replacement is authorised or issued.

The Service includes the cost of delivery of a replacement Device. The Service does not include the cost of failed deliveries, for example, where the Customer is not available to accept a replacement Device at a pre agreed time and place or if the faulty Device is not available for collection. EE reserves the right to charge the Customer for failed deliveries. The current Charge is detailed in this Large Business Price Guide under Additional Charges.

For all Devices in Year 1 of the Service or for Devices covered by Extended Fault Cover

Where the Claim was received and agreed before 07.30pm, EE will endeavour to provide a replacement Device and/or collect the Faulty Device for repair or examination next day except for:

- deliveries to Northern Ireland, Isle of Lewis, Inverness, Paisley, Isle of Arran, Orkney Isles, Hebrides, Perthshire, Isles of Scilly, Shetland Isles and Isle of Wight*; and
- UK Bank Holidays and exceptional circumstances for example: public events, festivals and weather events where road, rail and air transport is disrupted.

The next day service is also subject to delivery slot availability. Deliveries may be made any time between 7am and 10 pm on the next day. Specific timeslots/appointments are not available.

*These geographical limitations are subject to change from time to time. Such changes shall be notified in this Large Business Price Guide.

In Device Year 2 of the Service

- A. The Standard inclusive Service
For Devices in month 13 up to month 24 of their Connection to the Network and where a claim has been agreed, EE will provide the Customer with a pre-paid pre-addressed envelope in which to return the Faulty Device to EE. Once this is received, EE will endeavour to repair or if that is not possible replace and return the Device. The Device will be returned to the address advised by the Customer on the form enclosed in the EE-supplied envelope.

B. Extended Fault Cover

The Customer may select this option at the time it places the order for the Device. There is a one-off Charge of £6.00 per Device for the option which shall be payable at the time the Device is ordered. For any Device where the Customer has selected this option and which is agreed to be Faulty in months 13 to 24 inclusive a replacement Device will be provided under the next day terms described above in Year 1 of the Service.

If the Customer does not take Extended Fault Cover but wishes to benefit from next day delivery if a Device subsequently becomes faulty, the Customer may be given the option to pay the then current charge for the Fault Cover Single Charge. This Charge can be paid by credit card or included on the Customer's account. Any subsequent Faulty claims on that Device would attract another FRS Single Charge if the Customer wanted the next day delivery again.

The current Charge for the FRS Single Charge can be found in this Large Business Price Guide under Additional Charges.

Where a replacement has been supplied the original Device is EE's property and must be returned to EE – if the Customer fails to do so then the Customer will be charged the list price for the replacement.

The Customer should retain any removable memory cards that are used in the Device. Content, software and data on the Device may be lost as a result of repairs or replacement under the Service. The Customer must ensure that it has made backups of such content, software and data that it does not wish to lose. EE is not liable for any such losses. The Customer must also ensure that any security software installed on the original Device is removed and that the Device is returned in a state where EE can fully access the Device (hardware and software) and refurbish or repair it.

The Customer may be charged the List Price for any returned Device which is found to be damaged rather than Faulty.

Replacement of any Device will only be made with an EE product and may be from refurbished stock that has been tested and is fully functional. A replacement Device may be a different make or model to that sent for repair

and may have an alternative operating system, provided that such a replacement will be (in EE's reasonable opinion) of the same or similar specification.

Replacements will normally only be made of that part of the Device which is Faulty so if the handset were Faulty the Customer would be provided with a replacement handset but should retain the original battery, charger and SIM Card.

In the event of a claim the Customer is only entitled to repair or replacement (at the option of EE) of the Device. There is no entitlement to any refund or compensation.

The replacement Device will benefit from the Service for the remainder of the 24 month period of the original Device.

6. In Life Changes

If the Customer makes any changes to their account which results in the Device becoming ineligible for the Service then the Service will cease from the point at which the Device became ineligible.

If the Customer changes the Device it is the Customer's responsibility to check that the new Device can be covered by the Fault Cover.

7. Upgrading

If the Customer Upgrades the Device, the old Device will no longer be covered by the Service from the point of Upgrade. The Upgraded Device will benefit from any Fault Cover or similar service, if any, current at the time of the Upgrade for which it meets the eligibility criteria.

8. Interpretation and Definitions

Where the context permits any defined term in this document shall have the same meaning as in the Customer's Agreement with EE. In this Service Plan:

Agreement means the EE Business Agreement;

Device means a mobile telephone or other device approved by EE for Connection to its Network consisting of a handset, standard battery, travel charger, SIM card and where part of a standard package the memory card and other equipment and which is either an EE Branded Device or a Qualifying Non-Branded Device. For the purposes of this Service the term Device shall also include tablets.

EE Branded Device means a Device that is branded with the EE logo.

Qualifying Non-Branded Device means a Device that does not carry the EE logo, but which has been supplied to the Customer by EE and EE has designated the handset model as being eligible for the Service.

Changes Annex

This document was formerly known as the Orange Business Price Guide.

Part 1 of this annex highlights any updates made to the EE Business Price Guide from 30th October 2011 to 30 October 2012. Part 2 highlights changes from 30 October 2012 on.

Part 1

Date	Change	Applicability
5 March 2012	Updates to Business Solo, SIM Only, Business Sense and BlackBerry Service Plans	All Customers from 6 March 2012
9 August 2012	Additional Data Bundles added to Business Solo, SIM Only and Business Sense. 2GB & 3GB Bundles now include Tethering	All Customers.
9 August 2012	Refreshed Tailored Business Plan terms	All Customers
9 August 2012	Landline to Mobile calling pack added	All Customers
9 August 2012	Landline for Business terms updated	All Medium / Corporate Customers buying Landline from 15 August 2012
9 August 2012	Amendment to EU Roaming charges in line with regulation	All Customers, effective from 1 July 2012
9 August 2012	Tethering Bundles, Orange World for Business, Mobile Mail with Orange, and Microsoft Mail from Orange all moved to Legacy Price Guide	
9 August 2012	BT Wi-fi Terms included	All Customers with BT Wi-fi Access
9 August 2012	New Handset and Mobile	Available to Medium /

Date	Change	Applicability
	Broadband Data Bundles added	Corporate Customers
9 August 2012	BlackBerry Terms and Conditions revised	All Customers
1 July 2012	Update to Roaming rates within the EU	All new and existing customers who utilise data roaming services.
1 October 2012	Refresh of Business Solo Tariff, incorporating Business SIM Only. New subscription bundles and new data bundles	Available to new and upgrading customers from 1 October 2012.

Part 2

Date	Change	Applicability
21.11.2012	Perk discount on Pay Monthly plans reduced to 20%	All new Perk contracts from Feb2012
21.11.2012	Moved Mobile Broadband Abroad to Legacy Price Guide	No longer available to new customers
21.11.2012	Added 30 day iPad Plan, Calls to EE and Orange, and Calls to Landline bundles, Signal Box, and Office Signal Box products	Available to all medium / corporate customers
15.03.2013	Addition of Visual Voicemail, International Travel Pass & Updated Landline Tariff.	Applicable to all new customers moving onto updated Tariffs.

Date	Change	Applicability
	Correction of published Landline bundle prices	All Landline Customers.
14.05.2013	Change of Orange Wirefree Extension name to Mobile Voice VPN.	All Mobile to Landline Calling Package (Mobile Voice VPN/Orange Wirefree Extension Indirect Access) customers
14.05.2013	Description of new tariff/bundle name 'In-Plan'.	Customers who have a legacy 'In-Plan' tariff/bundle noted on their bill
01.07.2013	Update to EU Roaming rates, retiring of some Travel Data Bundles from sale	Roaming updates apply to all customers. Customers currently using retired Travel Data bundles may keep them until point of re-sign with EE
17.07.2013	Refresh of Mobile Broadband and Handset data bundles	Available to all customers at point of acquisition or re-sign. See Legacy Price Guide for previous tariffs
30.10.2013	Added new Try 4G terms, new Flexible Daily Data tariff & refreshed BlackBerry 10 pricing	All new & re-signing customers
27.11.2013	Amendment to Flexible Daily Data tariff terms	All customers

Date	Change	Applicability
07.03.2014	Added M2M Tariffs	All customers
31.03.2014	Added Super Secure 4GEE tariffs and retired single-user data service plan add-ons	All customers
03.07.2014	Revised Roaming Tariffs	All customers
01.08.2014	Your Plan	New / Re-signing Customers
12.08.2014	Update to BlackBerry Tariffs	All customers
08.10.2014	Updated to BlackBerry Tariffs	New / Re-signing Customers
03.12.2014	Update to Insurance and Fault Cover. Removal of Everyphone, Single Number, Personal Line Comment on additional charges	New / Re-signing Customers All customers
22.01.2015	Update to Office Signal Box T&Cs	All customers
03.02.2015	Update to website links. Update to Blackberry out of bundle roaming pricing. Removal of Orange Perk	All customers All customers New / Re-signing

Date	Change	Applicability
	terms Addition of Price Cap term.	customers All customers
12.03.2015	Updated charges Amended of device unlocking fee	All customers
21.04.2015	Super secure 4GEE Enterprise Plus (replacing Super secure 4GEE Regulated) Replacement of BES 10 with BES 12. Update to BlackBerry for Business Terms and Conditions Amendment of Signal Box Fees.	Customers taking services after 21 April 2015.
24.04.2015	Addition of Your Plan Northern Ireland terms	New / Re-signing customers
11.05.2015	Update of BES 12 out of bundle roaming data pricing Amendment to Travel Data Bundle Pricing	All BES 12 Customers All Customers
22.06.2015	Inclusion of Business Data Traveler.	All customers

Date	Change	Applicability
	International Travel Pass moved to legacy guide. Text bundle pricing correction	
01.07.2015	Updates to EU roaming pricing and non geographic call rates	All customers
08.09.2015	Fixed Line Services – Replacement of Fibre Broadband & Broadband for Business with Corporate Broadband and Fibre. New Corporate Landline & Corporate Broadband Solution Terms.	Customers taking services after 8 September 2015.