

Standard Broadband & Fibre Broadband Plans

Our Standard Broadband plans with inclusive call packages have a 12 month minimum connection period. Our Fibre Broadband plans with inclusive call packages have an 18 month minimum connection period. Our plans are available to consumers and to small business customers using internet services at one residential or business address.

If you're an EE, Orange or T-Mobile mobile phone customer (excluding our pay as you go mobile broadband customers, business customers on a pay as you go plan and large or public sector customers), you'll get a £5 discount on your monthly Broadband bill, until you cancel your mobile or mobile broadband account. If you're a pay monthly customer you can ask, at point of sale, to have the discount applied to your mobile bill.

Existing Orange or T-Mobile pay as you go customers on consumer plans must have a positive top up balance of at least £1 to get the £5 discount offer. See our pay as you go terms at www.orange.co.uk/mobileterms and T-Mobile pay as you go terms at <http://www.t-mobile.co.uk/shop/terms-and-conditions/pay-as-you-go/>.

The discount on Standard Broadband plans is available to customers who live in an EE Standard Broadband network area, which is 85% of all UK homes. The discount on Fibre Broadband plans is available to customers who live in an EE Fibre Broadband network area. Fibre coverage is limited – please check here www.ee.co.uk/broadband for more details.

If you're an existing customer on a small business mobile phone plan, only the EE account holder will qualify for the £5 discount. If you take out this offer and then cancel your mobile plan or one of our Broadband plans for whatever reason, you will lose the £5 discount immediately.

This price assumes payment by direct debit. If you want to pay by debit or credit card there will be an additional separate payment handling charge of 50p a month. If you don't pay by the date set out on your bill, a late payment charge will apply. You'll also need a compatible phone line (as described in our Network Terms – check them out here www.ee.co.uk/terms) and you'll have to pay line rental on top (see below).

Remember, if you join a Fibre Broadband plan then a £50 connection fee applies. If you're joining any of our Standard or Fibre Broadband plans then a £6 postage and packaging charge will be applied to your account. If you join in one of our retail stores, a deposit will also be payable. This deposit charge will be refunded, as a credit onto your account within 60 days of your broadband activation. If we are unable to provide broadband to you because, for example, a credit check referral is declined, we will refund your deposit using the same method of payment. You will need to come back into the same EE shop where you joined to get your refund.

Your Broadband Service

If you live in either an EE Standard Broadband or Fibre Broadband network area (as defined above) you can join our Standard Broadband or Fibre Broadband plans. All our plans in our network area have an unlimited data allowance.

If you don't live in an EE Standard Broadband network area you can still get a broadband plan with an inclusive call package for an extra £10 each month. These plans provide a monthly data allowance of 20GB. Remember, if you're a new customer a £30 connection charge will apply and you'll also be charged an additional £10 for each month you exceed your data allowance. If you join a Broadband plan with inclusive calls you'll get a data capping 'holiday' until 31st December 2013. This means that if you exceed your 20GB monthly data allowance you won't be charged £10.

Remember, your broadband speeds vary significantly depending on distance from the Standard Broadband exchange or your nearest Fibre street cabinet that connects you to our network and how many people are using the network at the same time as you. We manage our network at peak and congested times. For more information on our traffic management policies visit www.ee.co.uk/homekfi.

You'll need a wireless enabled computer or adapter to be able to connect to your wireless router.

To get your McAfee online protection software, you'll need to register and apply online through Your Account.

Line rental

Line rental is £14.75 a month, or you can choose Line Rental Saver.

Line Rental Saver allows you to pay for 12 months line rental in advance by debit or credit card with a non-refundable payment of £132, the equivalent of £11 a month. It cannot be paid in instalments. Each month you will receive a monthly line rental credit on your account.

If your minimum term is for 18 months, you can take the Line Rental Saver for the first 12 months of your contract, and pay £14.75 each month for the remaining 6 months or purchase a further 12 months of Line Rental Saver at the rate available at that time. However please keep in mind that Line Rental Saver is not refundable should you wish to change service providers at the end of your 18 month minimum term.

Your Inclusive Calls

If you join a Fibre Broadband or Standard Broadband plan, you'll get a landline calls package included. You can choose from Weekend Calls or Anytime + Mobile Calls.

Inclusive Weekend Calls are to UK landlines starting with 01, 02, 03, 0845 and 0870 using your landline anytime at the weekend (that's from midnight on Friday night to midnight on Sunday night). Inclusive Anytime + Mobile Calls includes calls to UK landlines starting 01, 02, 03, 0845 and 0870 using your landline at anytime. You'll also get 1,000 minutes to call UK mobile

numbers from your landline and inclusive international calls; these are calls from your landline to landlines in Australia, Austria, Belgium, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden and USA. You can check out the calls you've made in Your Account here: <http://my.ee.co.uk>.

Using your landline, you can make inclusive calls to UK landlines starting with 01, 02, 03, 0845 and 0870 for up to one hour and inclusive international calls for up to one hour. You can redial as often as you like. If your call exceeds 60 minutes, a 13.5p connection charge will apply and you'll be charged per minute in accordance with our Price Guide. If you have used up your 1,000 minutes to call UK mobile numbers from your landline, a 13.5p connection charge will apply to each call you make to a UK mobile number and you you'll be charged per minute in accordance with our price guide. All calls are rounded up to the nearest minute. Please see our price guide at www.ee.co.uk/terms.

Calls to call forwarding services (including those beginning 07), 05, 08 and 09 numbers are not included. Please see our price guide at www.ee.co.uk/terms for details.

Our calls are for normal person to person use from your landline and are subject to your acceptance of our standard terms and conditions. We monitor use in accordance with those terms. Those terms state that you can't use these plans for anything unlawful or for nuisance communications; if you appear to be using our services for improper purposes we reserve the right to monitor your usage and/or suspend or terminate your service.

If you want to use voicemail on your home phone you'll need to activate it. When your home phone is connected we'll send you an email explaining how. It can take up to 48 hours to activate your voicemail. If you do not access your voicemail for more than 90 days, we reserve the right to deactivate it. You will be able to reactivate it again for no charge if you wish.

Finally, remember it can take up to 20 days in order for us to get you set up with your plan, including your telephone line.