



EEID updated terms and conditions 6 March 2018

1. The MyEE online service (**MyEE**) is provided to you by EE Limited (**EE, 'us', 'we'**).
2. When you first use this service, you will be accepting the legal terms set out below, in addition to the pay monthly or pay as you go terms governing your agreement with EE, Orange or T-Mobile or the terms governing your home broadband agreement with EE.
3. You may incur data usage charges for using some parts of MyEE using your EE, Orange or T-Mobile mobile device. If you are a pay monthly customer, your data usage will be taken out of the monthly data allowance for your plan. If you are a pay as you go customer who has bought a tariff with a data allowance, then your data usage will be taken out of that data allowance. If you have already used your monthly / tariff data allowance, or are on a standard pay as you go customer, usage will be charged at standard rates for your plan. Please see Price Guides at ee.co.uk for more information.
4. If you wish to use any part of MyEE you must first register with MyEE. You must provide us with accurate and complete registration information. You will need to provide a current and valid email address and set up a password in order to register. A **password** is a confidential word or number or combination used as a code to confirm your identity when accessing My EE. This must be between 8 and 15 characters, contain at least 1 number and may not contain any symbols or spaces.
5. You will be able to access both your mobile device account and your home broadband account using MyEE. However, your mobile device and home broadband agreements are separate agreements.
6. You can call customer services when logged into MyEE on a compatible mobile device by clicking on the "Click to Call" link in MyEE online or the MyEE app. Calls to customer services using Click to Call are free from an EE number when dialling from within the EU, otherwise our usual roaming rates apply. If you use the "Click to Call" feature to call customer services from your device while logged into MyEE you will be automatically authenticated when you reach a customer services agent. This means that anyone using this feature on your device if you are logged in to MyEE will be able to make changes to your EE account. You must make sure that you do not leave your device unattended or otherwise fail to comply with paragraph 11 below to avoid unauthorised access to MyEE. EE will not be responsible or liable in any way if a third party is able to access MyEE because you have not taken appropriate steps to keep your account secure.
7. We will make every effort to ensure that access to MyEE will be possible between **Monday - Friday 8am - 10pm, Saturday & Sunday 8am - 8pm**. However, availability of MyEE cannot be guaranteed.
8. EE may change these terms and conditions at any time without prior notice. EE will endeavour to bring such changes to your attention when you next use MyEE.
9. EE may at any time, and without notice, withdraw MyEE in part or in its entirety, or restrict or prevent you from accessing MyEE if EE has reasonable grounds for doing so.
10. If you have bought your mobile device and plan from an existing EE, Orange or T-Mobile customer, you must notify us. In order to be able to set up your MyEE, you must then comply with our change of ownership process by contacting Customer Services and following their directions. If you sell your device and plan to a third party, you must also inform us.

11. EE endeavours to maintain a high level of internet security. To maintain a high level of security EE recommends that:

- if you have set up your registration for MyEE in an EE store, you change your password the first time that you log in independently;
- you ensure that both your email address and password are kept secure at all times;
- in choosing a password you take care to ensure that it is one that is not likely to be anticipated by anyone attempting to access MyEE pretending to be you;
- you do not disclose your email address or password to anyone other than an EE employee, and do not otherwise allow anybody to access your MyEE;
- you do not record your password in any form that identifies it as being a password to access MyEE;
- you contact EE immediately upon discovering or suspecting that your password is being used by or is known by any third party other than an EE employee;
- you do not allow any other person to access your account via MyEE;
- you take care to ensure that nobody can see, copy or access information, or obtain your email address and/or password when you are using your MyEE;
- you do not, whilst accessing MyEE, leave your computer or any similar device used for accessing MyEE unattended; and
- prior to accessing the service from any computer connected to a local area network or LAN you take steps to ensure that no other party will be able to see, copy or access information and/or obtain your Username and/or Password.

12. You agree to change your password immediately if EE requests that you do so.

13. You agree to take all reasonable steps to ensure that the computer or any similar device that you are accessing MyEE from is free from computer viruses. You also agree to take reasonable measures to ensure that the computer or other device you are using is itself adequately protected against the receipt of computer viruses.

14. By using MyEE, you accept EE's website terms of use which can be found here:

<http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/website-terms-use/website-terms-of-use>.

Account information and bills

15. For mobile device accounts, MyEE will only display information in relation to calls or texts that you have been charged for. For example, calls to 999 are not charged for and will therefore not appear.

16. For home broadband accounts, MyEE will display information in relation to calls which are not charged for. For example calls to Freephone numbers will be shown.

17. EE may operate prize draws, competitions or other promotions within MyEE from time to time. Additional terms and conditions may apply to these and you should view those terms and conditions before participating.

Purchasing products or services in MyEE

18. You may purchase certain products or services for your mobile device account whilst you are logged onto MyEE. Some of these products or services will be charged directly to your account (if you are a pay monthly customer) or will be deducted from your Pay As You Go credit. You will not be able to buy products or services for your home broadband account in MyEE.

19. If you are transferred to the EE web shop (at www.ee.co.uk), the terms and conditions for that website will then apply.

20. All goods and services displayed in MyEE are subject to availability. Where certain goods or services are no longer available, or where certain prices have changed, EE will endeavour to update the relevant information contained in MyEE as soon as practicable. However, no price, or other information displayed in MyEE will bind EE until EE has accepted your order. The price you will be charged for any goods or services will be the price in force when your order is accepted by EE.

21. The information displayed on this website represents an opportunity for you to assess the goods and services of EE. No offer for the sale of these goods or services is being made to you by EE via the content you have accessed through this website.

22. Any order you send to EE for the purchase of specific goods and/or services constitutes an offer for the goods and/or services selected. EE is not obliged to accept your order. EE will notify you on acceptance of your order.

Computer Misuse Disclaimer

23. Information and data held by EE in relation to its customers' accounts held on MyEE and other systems of EE remain the private property of EE. Access to data held on MyEE is available only to customers who are authorised to access such information. Unauthorised entry will contravene the provisions of the Computer Misuse Act 1990 and may incur liability for damages and criminal liability. You should only proceed further in circumstances where you are an authorised user.

Your Information

24. By using MyEE, you confirm that you are happy for EE to process your data in accordance with its Privacy Policy which can be found at: <http://ee.co.uk/privacy-policy>.