

Lone Worker from EE (formerly known as Lone Worker from Orange) SIM Only Service Plan Terms and Conditions



This Service Plan is provided in accordance with the Customer's Agreement with EE. Where the context permits any defined term in this document shall have the same meaning as described in the Customer's Agreement including in the relevant Lone Worker Solution Terms available at www.ee.co.uk/business/terms or on request from EE.

1. These terms and conditions apply to all customers on a Lone Worker SIM Only Service Plan (Lone Worker SIM Service Plan). The Lone Worker SIM Service Plan is only available to business customers connecting a Specialist Lone Worker Device to the Lone Worker Solution under the Lone Worker from EE (Peoplesafe) Solution Terms or the Lone Worker from EE (Guardian 24) Solution Terms (both described in this document as 'Lone Worker from EE').
2. Lone Worker SIM Service Plan pricing is described in the Commercial Terms or relevant Contract Change Note. Any benefit or offer included within the Customer's Lone Worker SIM Service Plan will end if the Customer's use of that Service Plan ends.
3. Connection is subject to status and a 24 or 36 month Solution Minimum Connection Period (or such longer Solution Minimum Connection Period) as stated in the Commercial Terms or relevant Contract Change Note.
4. **Migration:** The following rules apply to changes to the Customer's Lone Worker SIM Service Plan during the Minimum Connection Period:
The Customer can move to a different Service Plan at any time as long as the new Service Plan is:
 - a. current and is either published in the Price Guide at www.ee.co.uk/business/terms or is detailed in the Customer's Agreement with EE;
 - b. compatible with the requirements of Lone Worker from EE; and
 - c. higher priced than the Customer's existing Lone Worker SIM Service Plan.
5. **Voice:** The Customer's Lone Worker SIM Service Plan includes 50 free minutes of calls to UK landlines beginning with 01/02/03. Calls to other UK mobile networks, EE answerphone, calls to 05, 08 and 09 numbers and 07 call-forwarding services are not included and are charged at prevailing rates as set out in the Price Guide. Inclusive minutes do not roll over. Out of bundle calls will be charged as described below.
6. **Text:** The Customer's Lone Worker SIM Service Plan is inclusive of 50 text messages per month. Any text allowance is for standard person to person text messages sent within the UK. Inclusive texts do not rollover. Out of bundle texts will be charged as described below.
7. **Data:** The Customer's Lone Worker SIM Service Plan includes 4MB of data allowance per month for use within the UK only. Once the 4MB data allowance has been used up, the Customer will be charged for any additional data usage at the out of bundle rates described below.
8. **Roaming:** Roaming is not included in this Service Plan.
9. **Out of Bundle rates:** Out of Bundle calls, texts and data usage will be charged at the Business Solo (24 month) Service Plan out of bundle standard rates set out in the then current Price Guide.