

**joanna2511@icloud.com**

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**From:** broadband@ee.co.uk  
**Sent:** 04 January 2020 16:48  
**To:** joanna2511@icloud.com  
**Subject:** Joanna, thanks for choosing EE Fibre Broadband

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**YOUR ORDER HAS BEEN  
SUCCESSFULLY PLACED**



Hello Joanna,

Thanks for ordering **Fibre Broadband** for **18 months**.

You'll find everything you need to know about your order below, including:

- **Your Reference Number**
- **Your Personal Details – please check these**
- **Getting Set Up**
- **Your Broadband Plan**
- **Your Call Add-ons**
- **Your Extras**
- **Your Broadband Speeds**

Your Reference Number is: **DKI1910451**

## YOUR PERSONAL DETAILS

Please double check that everything is correct now.  
Any problems, give us a call straight away on **0800 079 8586**.

Broadband Order Address:  
**Building Name: Christmas Farm**  
**Street: Glebe Road**  
**Town: Northampton**  
**Locality: Mears Ashby**  
**Postcode: NN60DL**

Your preferred contact number:  
**07833915338**



Your current landline number:

**01604812228**

We may update you via: Email, SMS, Phone.

You've opted out of communication via: Post.

We may use your usage information to send you personalised deals and offers from EE (including when it's time to upgrade).

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## GETTING SET UP

Good news! Your home phone line and broadband can be activated remotely. This should be done within a couple of weeks and you'll receive a text over the next few days to confirm your activation date. You'll then get an email and text when your services go live.

### YOUR BROADBAND PLAN

How the costs break down

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#### Your usual monthly costs

**Your plan:**

£23.00 per month (18 month contract) (£14.00 off for 18 months)

**Caller Display:**

£0.00 per month

**No call bundle:**

Your new plan doesn't come with any inclusive calls, any calls you do make will be charged according to our [price guide](#). You can add a calling add-on at any time after your new plan is active.

**Total Monthly Costs:**

£23.00 per month (18 month contract) Then £37.00 per month

**Please note, the cost of your line rental and broadband each month will appear in the same line item on your bill.**

#### One-off Costs

**Fibre set up charge:**

There's a £0.00 set up charge which will appear on your first bill.

**Total:**

£0.00

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## YOUR CALLS AND OTHER DETAILS



## No inclusive calls

Your new plan doesn't come with any inclusive calls, any calls you do make will be charged in accordance with our [Price Guide](#). You can add a calling add-on at any time after your new plan is active, just give us a call to discuss which one's best for you.

## YOUR EXTRAS

### Norton Security:

A year's Norton Security is included with your plan, providing peace of mind for you and your family. To find out more [click here](#).

## YOUR SPEEDS

Your Estimated Download Speeds: **15 - 26.9 Mb/sec**

Your Minimum Guaranteed Speed: **11.9 Mb/sec**

Your Estimated Upload Speeds: **2.9 - 5.1 Mb/sec**

It'll take up to two weeks for your broadband to stabilise and reach its best speeds. After this happens we'll let you know via email how your speeds compare to the estimated download speeds above. Find out more about the different speeds above and what they mean [here](#).

Broadband speeds can vary, and are influenced by a number of things including; distance from the street cabinet, the quality of internal phone wiring, the capacity of our network, and the number of users online. Peak time congestion may occur during busy periods such as evenings and major sporting event.

If you receive lower than your minimum guaranteed speed please contact us on 0800 079 8586 and we'll do our best to fix any issues. If there's a fault we can't fix and you continue to receive a speed below your minimum guarantee above, you have the right to leave your contract free of charge.

We're committed to providing customers with clear information on broadband speeds, and are a signatory of the Voluntary Code Of Practice on Broadband Speed. Visit [ee.co.uk/regulatory](http://ee.co.uk/regulatory) for more information.

You'll receive another email soon to confirm your orders been processed and with details on the next steps, this usually happens within 48 hours.

3 £39.00

5.1.21 with a 10 day  
for 30MB



Find out more about setting up your EE home broadband [here](#).

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We are EE Limited

Our registered office is Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW We are registered in England. Our company number is **02382161**

**Fibre Broadband:**

The price of your plan on your bill will increase each April based on the Consumer Price Index (CPI) published in January. Prices subject to change. Only available for customers living in our fibre network area. 18 month minimum term applies. Subject to credit check. Monthly charges assume online billing. See our Price Guide for info at [ee.co.uk/homepricing](http://ee.co.uk/homepricing). Offer includes monthly line rental of £19. Calls charged at standard call rates, see our Price Guide. £50 charge applies if new phone line required. Speeds referred to are average download speeds. These average speeds are based on the speed available to at least 50% of customers at peak time (8-10pm). Speed depends on the distance to the nearest street cabinet that connects you to our network and number of users. Subject to availability Our fibre broadband terms apply, see [ee.co.uk/terms](http://ee.co.uk/terms).

**Your New Router:**

We will deliver the router to the nominated address. When the router is in your possession please make sure you follow any instructions, safety and security procedures applicable to the router. We also ask that you inspect the router immediately and telephone customer support on 0844 873 8586\* within five days of receiving the router to report any damage, faults or missing items. Other terms apply, see [ee.co.uk/homebroadbandterms](http://ee.co.uk/homebroadbandterms)

**Norton security:**

12 month subscription to Norton Security Premium for up to ten devices worth £79.99. Offer available to customers joining EE broadband for the first time. Subscription automatically renews for year 2 (currently £39.99). Set "Auto-Renewal" to "off" in your Norton account to avoid subscription charges