



BSMHFT SECURE CARE CLINICAL GUIDELINES

RSS Service User Mobile Phone Use on Inpatient Wards

APPLICABLE TO	Ardenleigh, Reaside Clinic and Tamarind Centre
RATIFYING COMMITTEE	Men's, Women's & CAMHS Service Clinical Governance Committee
DATE RATIFIED	19 th APRIL 2024
NEXT REVIEW DATE	19 th APRIL 2025
GUIDELINE AUTHOR'S	XXXX Risk and Security Tamarind Centre XXXX ANP Risk and Security Ardenleigh XXXX ANP Risk and Security Reaside Clinic & Hillis Lodge
FORMULATED VIA	ANP's Risk and Security for Secure Care.
RELEVANT TRUST POLICIES	CG 12 Mobile Phone & Mobile Network Device
RELATED GUIDELINES	
Guideline Context & Key Points This guideline covers the approval, issuing and management of approved mobile phones across the secure sites. This will apply to all wards across secure care, low secure areas of the Ardenleigh blended service and FCAMHS/CAMHS based at Ardenleigh.	
ARE SERVICE USERS ALLOWED TO READ THIS GUIDELINE?	YES

Improving mental health wellbeing

1. INTRODUCTION

- 1.1. It is recognised that mobile phones are a way of life in the community and Birmingham and Solihull Mental Health Foundation NHS Trust (BSMHFT) supports service users having positive and appropriate contact with family and friends.
- 1.2. At the same time, it is also recognised that mobile phones can present a security risk as they can be used to take photographs, access the internet and be used to record conversations.
- 1.3. The Mental Health code of practice states; *“When patients are admitted, staff should assess the risk and appropriateness of patients having access to mobile phones and other electronic devices and this should be detailed in the patient’s care plan....Patients should be able to use such devices if deemed appropriate and safe for them to do so and access should only be limited or restricted in certain risk-assessed situations.....These should be proportionate to risk and not seek to impose blanket restrictions on patients.....There may be valid reasons for banning or limiting the use of mobile phones or mobile computing devices in some parts of the premises to which detained patients have access or certain types of mobile phone or mobile computing device, e.g. because of the potential risk of interference with medical and other electronic equipment which could adversely affect the health of patients or because of the risk of intrusion into the privacy of other patients or others.”*

With the above in mind there may be valid reasons for banning or limiting the use of mobile phones/mobile computing devices in some parts of the premises. For example; because of the potential risk of interference with medical and other electronic equipment; the risk of intrusion into the privacy of other patients; safeguarding risks for the inpatient population; risks to victims or inappropriate family contact.

- 1.4. This guideline would be supportive of the Royal College of Psychiatrist’s and the Care Quality Commission’s directive to enable service users to have frequent access to private communication with friends and family members.
- 1.5. This procedure provides guidance on the safe use of mobile phones within the Trust, balancing the need for the maintenance of security and ongoing communication between service users and their family and friends.

- 1.6. It is recognised that promoting positive contact with friends and family is an important part of a service user's recovery. Therefore access to a mobile phone on the ward would support this.
- 1.7. Phones with cameras, recording facilities and internet access will not be permitted on the ward. However if service users wish to purchase a phone with these facilities for their community leave, they are entitled to do so. Phones with these facilities will be kept in a locker in reception not on the ward.
- 1.8. Mobile phones are available on an individualised risk assessment basis.

2. ACCESS TO MOBILE PHONES

- 2.1. Service users who wish to obtain a mobile phone should do so by making a request at their Clinical Team Meeting (CTM) using the Request for Mobile Phone Issuing form (Appendix 1).
- 2.2. The following points may be helpful to consider prior to agreeing such a request:
 - 2.2.1. Does the service user have a history of making abusive/threatening nuisance calls?
 - 2.2.2. Has the service user absconded or attempted to abscond in the last year?
 - 2.2.3. Does the service user have a history of drug dealing/abuse?
 - 2.2.4. Is the service user deemed vulnerable? Could they be subject to bullying from others to gain access to the phone?
 - 2.2.5. Can the service user manage their financial affairs? There may be other risks that may be associated with a specific patient mix that needs to be considered by the clinical team.
- 2.3. Once approved by the CTM the completed Request for Mobile Phone Issuing form (Appendix 1) should be signed by the Responsible Clinician.
- 2.4. The service user will then need to complete and sign a Service User Mobile Phone Contract form (Appendix 2).
- 2.5. It is only following these steps; approval by the clinical team and the service user signing the mobile phone contract, that service users will be able to receive a mobile phone.
- 2.6. At the time the mobile phone is handed to a service user, a Ward Mobile Phone Receipt to confirm the phone is then in their possession, will need to be completed and signed by the service user and the staff member (Appendix 3).

3. USE OF MOBILE PHONES

- 3.1. The initial process for registering the phone with the telecoms provider will be:

The service user will need to use their bank card in order to register the SIM card with the phone provider to access the pay as you go provision (this is called setting up a services-on-demand arrangement). Once this is done, they will not need to use their bank card for future top ups.
- 3.2. Service users without a bank card can purchase top up vouchers via general office.
- 3.3. Full 'Card Payment' terms and conditions (Appendix 4) and 'Pay As You Go' terms and conditions (Appendix 5) for EE are available.
- 3.4. On the ward
- 3.5. A secure lockable location will be sourced for wards to store mobile phones in if they have to be removed from the service user due to security breaches.
- 3.6. Service users can have access to their mobile phone on the ward subject to clinical team approval, following an individual risk assessment and at the discretion of the nurse in charge.
- 3.7. Mobile phone use should only take place in the service user's bedroom, whilst they are alone. This is because it is anticipated that not all service users will be allowed a mobile phone as this will be dependent on individualised risk assessment. This will minimise the risk of service users being pressured by their peers to give them their mobile phone for their own use.
- 3.8. Planned therapeutic activity must take priority over the service user's use of the mobile phone.
- 3.9. Each time a service user leaves the ward; the phone must be handed back to staff and stored safely, unless the patient is going on community leave.
- 3.10. **FCAMHs** – Following risk assessment and approval by the clinical team service users will be provided with a basic mobile phone. The ward will supply the mobile phone; service users will purchase their own SIM card. All mobile phones will be charged in the office. Access to mobile phones will be; 0800hrs – 0930hrs, 1200hrs – 1300hrs, 1800hrs – 2200hrs. Service users are required to engage in the therapeutic activities offered.
- 3.11. Mobile phones will be subject to ad-hoc checks to ensure that the phones have not been tampered with. As there are no longer restrictions to approved numbers being stored. Service users must agree to their phone being examined for inappropriate use, if this is felt to be required by the nurse in charge, clinical team or any senior manager. If the phone is being used inappropriately it is the staffs responsibility to either warn the service user or withdraw the phone from usage.

3.12. n Community Leave

3.13. Service users can access their mobile phone whilst on unescorted community leave. Service users on escorted community leave can access their mobile phones subject to CTM approval and if there is a good reason for them to do so. It is important to remember that the service users may have an additional smart phone on their person.

3.14. Withdrawal of mobile phone use

3.15. In the event that there is a suspicion that a mobile phone is being used inappropriately, then the phone will be removed from the service user and stored securely on the ward.

3.16. Based on local intelligence and relational security, a decision to withdraw the use of the mobile phones from service users across the whole clinical area may be considered. This is a decision that has to be made by the clinical team and will be reviewed at the weekly operational meeting.

3.17. Out of hours the ward staff will store mobile phones securely in the identified lockable cabinet on the ward.

3.18. In the event that there is evidence that the use of the mobile phone is having a detrimental effect on the service user's mental health, or their risk has increased, then the phone may be removed and returned to Advanced Nurse Practitioner for Risk and Security.

3.19. The decision to return a mobile phone to a service user can only be made in the clinical team meeting following a review of the service user's health and risk.

4. STORAGE/ISSUING OF MOBILE PHONES

4.1. Before being issued all Trust approved mobile phones will be stored in an identified secure area per site.

4.2. A Request for Mobile Phone Issuing form (Appendix 1) and a Service User Mobile Phone Contract (Appendix 2) will need to be completed and sent to the Security Team for each service user prior to the mobile phone being issued. This information will be recorded on RiO.

5. CONDITIONS FOR THE USE OF MOBILE PHONES

5.1. Service users must allow staff to check their mobile phones at any point. This can include the physical checking of the phone (SIM card and battery) and any contents stored on the SIM card.

5.2. Any suspicious contacts on the phone should be recorded on RiO and the outcome of any decision making made clear.

- 5.3. If the mobile phone is deliberately damaged the service user will be asked to pay for the damaged item. The circumstances around the damage should be discussed at CTM and a replacement may be made after a suitable period of time, the service user will be responsible for the payment of the device which will still be the property of the NHS.
- 5.4. If the service user is unwilling to allow staff to check the phone, it will be withdrawn. This will then be reviewed at the next Clinical Team meeting.
- 5.5. Any security breach should be recorded in an Eclipse form, RiO (WHAT handover in preparation for the next CTM)
- 5.6. Upon discharge the service user will be allowed to keep the SIM card **only**. Mobile phones should be returned to ANP for Risk and Security.
- 5.7. The SIM card will be disposed of if the service user declines to take it with them upon their discharge.

6. SECURITY MEASURES

Advancements in the capabilities of mobile phones continue at a rapid pace. It is essential that some restrictions are in place, limiting the possibility of misuse of mobile phones. Restrictions on the type of mobile phone and SIM cards are deemed necessary to ensure multidisciplinary teams are assured that effective checks and monitoring can take place on mobile phones held by service users on wards.

.Prior to any mobile phone being issued to a service user, a series of security measures will be implemented.

Security will have the following information recorded:

- The SIM card number
- The mobile phone number (recorded on RiO under demographics)
- The battery number (if removable)
- The International Mobile Equipment Identity (IMEI) number
- Service user name
- Ward



- Any other relevant information

Request for Mobile Phone Issuing

Once this form is completed and signed, it will need to be given to the ward administrator who will need to scan and upload it to RiO (Letters General can be selected as the document type). The original completed and signed form will need to be delivered to the ANP for Risk and Security.

Before any forms are submitted to Security please ensure that the request has been discussed and agreed as part of a clinical team review with nursing team involvement. Details of any discussions should then be recorded in the CTM outcome.

Please tick the box below to confirm this has been done.

Yes, this has been done: Yes

Responsible Clinician (print).....

Responsible Clinician (signature).....

Date.....

Please complete the Service User Mobile Phone Contract form overleaf with the service user. NB: If these documents have not been completed the phone will not be issued.

Details of Service user;

Unit and Ward:.....

RiO Number:.....

Name:.....

Staff member (print name):.....

Staff Signature:.....

Date:.....



APPENDIX 2

Service User Mobile Phone Contract

I agree to abide with the conditions and requirements of the Birmingham and Solihull Mental Health NHS Foundation Trust: Service User Mobile Phone use on Inpatient Wards.

Conditions for use of mobile phones

1. Service users should not use their phone to make contact with any unauthorised person.
2. Service users will allow their phone to be checked at any time.
3. The phone battery and SIM are not to be tampered with.
4. Any security breach will result in the phone being removed from the service user and the breach will be discussed in the Clinical Team meeting.
5. The mobile phone will remain on the ward unless the service user is going on unescorted leave in the community.
6. The mobile phone will not be used during any therapeutic activity (OT, Psychology, and ward based activity) that is part of the service users care plan.

Name of Patient	
Ward	
RC	
Date of agreement to allow phone use	
Phone Number	
SIM Card Number	
IMEI Number (located on phone behind battery)	

Confirm receipt of the mobile phone as detailed above. I understand that the phone remains the property of the service. I am responsible for buying top up credit for the mobile phone that I have been issued.

Service User Name:.....

Signature:.....

Date:.....



NHS
Birmingham and Solihull
Mental Health
NHS Foundation Trust

APPENDIX 3

Ward Mobile Phone Receipt

PRINT NAME _____

WARD _____

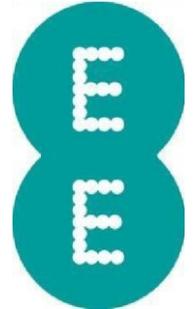
DATE _____

MOBILE PHONE COLLECTED BY:

ITEM	RECEIVED
PRINTNOKI 105 SIGN	<input type="checkbox"/>
MOBILE NUMBER:	<input type="checkbox"/>
IMEI NUMBER:	<input type="checkbox"/>
SIM CARD NUMBER:	<input type="checkbox"/>
BATTERY NUMBER:	<input type="checkbox"/>

I confirm receipt of the above item

PATIENT NAME <hr/>	WITNESS NAME <hr/>
SIGNATURE <hr/>	SIGNATURE <hr/>
DATE <hr/>	DATE <hr/>



APPENDIX 4

CARD PAYMENT TERMS

Version 1
Date June 2018 2

General

1. These terms apply when You set up a service-on-demand arrangement to pay for Services for Your EE Pay As You Go Account directly using Your credit or debit card (“**Card Payment**”). They are in addition to our PAYG Network Terms which can be found here. When we use a capitalised word or phrase in these terms it will have a defined meaning. You’ll find the explanations in the PAYG Network Terms. If not, the meaning will be provided in these terms (in bold).
2. We recommend that You save all messages that We send to You. While You are an active customer (e.g. You have made a Connection action in the last 180 days) You will be able to ask for copies of SMS messages that we have sent You in the preceding 15 months relating to the Card Payment service or any continuous payment authority that You have set up.
3. We can change these terms at any time for a good reason, for example if we want all Customers to have the same terms, by giving You Written notice. We may also place a recorded announcement on the EE Pay As You Go automated calling service. If any change is likely to leave You materially worse off we will You give 30 days’ Written notice if You have registered with Us for receiving communications.
4. We use Vesta Payment Solutions Ltd of Finnabair Business Park, Dundalk, Co. Louth, Ireland (“**Vesta**”) to process payments for PAYG Services that you make to EE either

directly using a debit or credit card, or by using a credit or debit card to top up your Credit. Vesta are controllers of the information that you provide when making payments for Services using a debit or credit card. This means they are responsible for it, including keeping it secure. Vesta collect information to provide the payment service: this includes your card details, IP address, name, address and mobile number. Vesta will use this information to process the payments that you make, including carrying out fraud prevention checks as further described in Vesta's privacy policy which is available at <https://trustvesta.com/euprivacy-policy/>. If you would like any further information about how Vesta will use and store your personal information you can contact Vesta by emailing info.ireland@trustvesta.com or by writing to the address given at the start of this paragraph.

Card Payment terms

1. We only accept payment via Visa or Mastercard.
2. You can use Card Payments to buy one-off Services or pay for recurring Services. You can only make payments using Card Payment if We agree to supply You with a services on demand Card Payment arrangement. This means You authorise us to take payment from the debit or credit card that You register with us every time you pay for an eligible pack or addon. You can check which services are eligible and the terms which apply to those Services at ee.co.uk/cardhelp.
3. You can set this up on our website when You make a purchase or by calling customer services on 150.
4. When You use a debit or credit card to make a payment, You need to make sure that You have sufficient funds available. If You don't and Your bank or credit card provider charges You, You will have to pay any charges.
5. The Card Payment service is available to customers who joined an EE Pay As You Go plan on or after September 2014. If You joined before this date, You will need to move to a compatible price plan to use the Card Payment service.
6. By registering a payment card to Your Account you are confirming that You are authorised to make payments to Your Account using that payment card. If You register a card that is not in Your name, for example if a family member is making payments to Your Account, You carry sole responsibility for the charges and payments related to their Account.
7. We can accept Your Card Payment service request at our discretion. If we accept Your request, we'll let You know and send You a message to confirm this, as well as the details of any Services requested at the same time. This message will form part of these terms and conditions and Your Agreement with us.
8. Your Card Payment arrangement starts as soon as we accept Your request. You can make Your first Card Payment immediately or at a later date.
9. Once we've confirmed that You can use the Card Payment arrangement, You'll have 14 days from the date that You make your first purchase via Your Card Payment arrangement to change Your mind and let us know that You don't want to pay for Services using this method. We'll then cancel any Services already requested via Card Payment. You will have to pay for any Services used during Your cooling off period. If You're due a full or partial refund, You'll receive it no more than 14 days after we receive Your notice to cancel. Once Your cooling off period has expired, any subsequent Services bought via Card Payment will not be eligible for a refund.

10. You can cancel your Card Payment arrangement at any time by calling 150 or via MyEE but you will not receive a refund for any unused Services, unless you cancel within the 14 days cooling off period (see paragraph 9 above).
11. It is important to note that You can only use the Card Payment service to pay for recurring Services if You also set up a continuous payment authority. See “Continuous payment authority terms” below for details.
12. We reserve the right to suspend or terminate the Card Payment service if we believe that a registered payment card is being fraudulently or unlawfully used.
13. In the event we receive a chargeback request relating to a Card Payment for Services that You or a third party has fully used, we reserve the right to recover the cost of that Service from Your top up balance where we’re legally entitled to do so.
14. We will not be liable to You for any loss or damage you suffer as a result of delayed or incorrect Service payment.

Continuous payment authority terms

1. These terms apply when You set up a continuous payment authority to pay for Services for Your EE Pay As You Go Account. This means that You have set up a Card Payment arrangement to pay for recurring Services, such as packs or add-ons, using a credit or debit card.
2. You can only set up a continuous payment authority to pay for Services directly using a credit or debit card if You have already entered into a Card Payment arrangement, see “Card Payment Terms” above for details. When You pay for recurring Services via Card Payment you agree that we can automatically take payment for future recurring Services from Your registered payment card. You will be able to choose the Services that You wish to regularly purchase. For example, if You choose a £10 30-day pack, payments of £10 will be taken from your payment card every 30 days. If You use up all of the allowances in Your Pack, you can either pay for a new pack using your top-up balance, if you have one, buy an add-on or buy a new Pack early (see 7b below).
3. When You set up a continuous payment authority and make a purchase of recurring Services, we will tell You how much and how often You will pay. If You don’t make a recurring purchase at the time that You set up your Card Payment arrangement we will tell you how much and how often You will pay at the time You make Your first payment under Your continuous payment authority. We’ll also let You know every time we take a payment, if a payment fails or when Your continuous payment authority is cancelled or suspended. We’ll keep taking payments from Your nominated credit or debit card until You (or Your card issuer) tell us to stop (which you can do at any time) or until one of the events, described at points 7 – 9 below, happens.
4. If You want to cancel Your continuous payment authority, You’ll have to let us know by 22.00 on the day before we’re due to take Your payment.
5. If You provide details of Your My EE Account, or a continuous payment authority to a third party, we will assume that You have given that person access to your Account and permission to request Services on Your behalf.
6. You can also set up a recurring top up payment. Please see “Top-up terms” below for details.

7. For a continuous payment authority for recurring packs or add-ons, You should be aware that:
- a. if You decide to change the type of pack or add-ons that You buy, we'll let You know if You need to start paying more and automatically update your continuous payment authority;
 - b. if You start a new pack or add-on of the same type early, we'll automatically update the timing and amount of subsequent payments under Your continuous payment authority to line up with the recurrence of Your pack or add-on;
 - c. if You decide to buy a pack or add-on before You've used up the allowances in Your current pack or add-on ("**stacking**"), we'll take payment as soon as you have chosen it. However, the payment recurrence date (if applicable) under Your continuous payment authority will line up with Your pack or add-on's activation date. The activation date is the date You start using the inclusive allowances from Your stacked pack or add-on;
 - d. if You decide to stack a pack with a Service that cannot be paid for via Card Payment, we'll assume that You wish to suspend Your Card Payment service and, until You tell us otherwise, will continue take payment for Services from Your top up balance; and
 - e. if You cancel Your Card Payment service but do not cancel an automatically recurring pack or add-on, we'll automatically cancel the next pack or add-on.
8. To make sure You are not paying for Services You aren't using we will stop Your continuous payment authority if You don't make a call, text or use any data for 90 days. We'll re-activate Your continuous payment authority as soon as You start using our Services again.
9. We reserve the right to terminate any continuous payment authority where we believe Your payment card is being used unlawfully or fraudulently.

Top-up terms

1. These terms apply when You top up the balance of Your Account to pay for Services for Your EE Pay As You Go Account.
2. You can top up your Account by making a payment using a debit or credit card, by loading cash onto an E-Top Up card, buying a voucher in one of our stores or using an ATM. For more details see ee.co.uk/topuphelp.
3. We will apply this as a credit to Your Account within 24 hours and it will show in Your top up balance ("Credit").
4. You can also top up by setting up a recurring top-up payment so that Your Credit is topped up on a regular basis. To do this You must register an eligible payment card and select a top up amount to be taken from Your card and how often You would like to make top up payments. We'll apply the top up to Your Account as a Credit within 24 hours.
5. Your Credit can be used to pay for Services.
6. If You pay for Services using Your top up balance, every time You use a Service, Your Credit will be reduced according to the duration and type of call, message, add-on or pack etc. that You've used.
7. To make sure You are not topping up money You aren't using, Your recurring top up will be stopped if You don't make a call, text or use any data for 90 days or where Your Credit meets or exceeds our £500 limit. We'll re-activate the recurring top up as soon as You start using our Services again or when Your Credit falls below £500.



PAY AS YOU GO

PRICE PLANS

Available from 18 March 2020

Version 2
Date 21 July 2020 2

1. Our Plans

When you join EE pay as you go, you can pay for services using your top up credit or by subscribing to Packs (described below). If you pay for services using top up credit, you'll be charged in accordance with the rates set out in the Pay As You Go Price Guide and Pay As You Go Non-Standard Price Guide. See, www.ee.co.uk/priceguides.

Packs

With our Packs, you will receive an allowance of minutes, texts and data. You can choose a Pack that lasts 7 or 30 days (the "**Validity Period**"). When you join EE pay as you go, the SIM card comes with a Pack pre-selected (the Validity Period will start as soon as you top up the amount required to activate the pre-selected Pack or set up recurring card payment, insert the card into your device and make a call, text or use the internet). To use your EE Pay As You Go SIM card with a pre-selected pack using top up credit only (i.e. without activating the pre-selected Pack) you should top up with an amount less than the pre-selected Pack value. To continue using services using your top up credit, you should ensure that you top up balance remains below the pre-selected Pack value. After 30 days have passed since you started using your SIM card, the pre-selected Pack will be cancelled and you can continue using the services using top up credit only or until you purchase a Pack of your choice. SIM cards without pre-selected Packs are available in selected retailers or EE stores and can be used using your top up credit or by subscribing to a Pack of your choice. Depending on which option you choose, and unless you cancel your Pack, Packs automatically recur at the end of the Validity Period, so you will need to make sure that you have enough credit on your account for us to take payment or have set up recurring card payments. We will remind you when the Validity Period ends, and we will remind you the day before the Pack is due to recur that we are about to take payment for the Pack from your credit. Once we have taken payment, we will let you know. If you don't want the Pack to recur text STOP PACK to 150 at any time before the Validity Period ends. Alternatively, log in to your My EE Account where you can also stop your Pack recurring.

If you don't have enough credit on your account (and you haven't set up recurring card payments) to pay for a new Pack at the end of your Validity Period, we will not apply the new Pack to your account until you have enough credit to pay for it. As soon as you do, we will take payment from your credit and give you the new Pack immediately. If 30 days after your previous Pack expired (the "**Renewal Period**"), you have still not topped up enough money to pay for a new Pack, we will not make any further attempts to take payment and we will cancel your Pack. You can tell us at any point during the Renewal Period that you would like to cancel your Pack. Just text STOP PACK to 150 or log in to your My EE Account to do this. A 90-day renewal period applies to International, Talk and Talk & Text Packs (see below).

We'll let you know when you have used up each allowance in your Pack. If you use up all the allowances in your Pack before the end of your Validity Period, we'll also let you know. Once you've used up all of the allowances, you can pay for services using your top up credit (see below for further details on out of allowance charges), you can buy an Add-On (described below) until your Pack recurs or you can buy a new recurring Pack that starts straight away. If you want to buy a new Pack or a different Pack, then text the short code of the Pack you want to 150. You can also buy via our automated calling service by dialling 150 from your EE phone or by logging in to your My EE Account. We take the payment immediately and the new Pack will start when either all of the allowances in your current Pack expire, or when your current Pack comes to recur, whichever happens first. Alternatively, you can start your new Pack immediately by texting NOW to 150, but if you do this you will lose any allowances you may still have remaining on your current Pack.

From 18 March 2020 International Packs, Talk Packs and Talk & Text Packs will not be available from EE stores or ee.co.uk and will only be available from third party retailers. Apart from the 90-day renewal period as set out above, the terms set out in this document apply to those Packs. 3

2. Add-Ons

If you've used one or more of the allowances from a Pack or if you would like to pay for services using a non-recurring bundle, you can choose to buy an Add-On using your pay as you go credit. Add-ons lasts 7 or 30 days (the "**Add-On Validity Period**") or until you have used the Add-On's allowance, whichever comes first. We'll let you know when your allowance runs out or when the Add-On Validity Period ends. To buy an Add-On, check you have enough credit then text the short code of the Add-On you want to 150. You can also buy via our automated calling service by calling 150 from your EE phone or by logging in to your My EE Account. For more information, please see <https://ee.co.uk/help/help-new/billingusage-and-top-up/add-ons/pay-as-you-go-add-ons-explained>. You can have up to two of the same Add-Ons active on your account at any one time. If you have got two Add-Ons active at the same time, the one which is going to expire first will be used up first.

Minutes & Text Add-Ons

When your Add-On runs out, you'll need to buy a new one or you'll be charged on a per minute or per text basis. See below for further details.

If you buy an additional minutes or text Add-On while one is active, the new Add-On's Validity Period will start running immediately.

Data Add-Ons

If you try to go online or use data without internet allowance from a Pack, you'll be directed to our portal to buy a data Add-On. We'll also send you a link to the portal by text. If apps on your phone are updating themselves or files are being downloaded, and you don't have internet allowance, we will send you a link to the portal by text.

If you buy a data Add-On whilst you still have data allowances from a Pack or data Add-On, the new data Add-On's Validity Period will start running immediately.

Call Abroad Add-ons

If you are a pay as you go customer, to get great rates when calling and texting abroad from the UK, all you need to do is text CALL ABROAD to 150 to opt in to our free Call Abroad add-on. We'll send you a text to let you know when it has worked.

You can then make calls and send texts from the UK to mobile and landline (excluding calls to nongeographic and premium rate numbers) numbers in selected countries at reduced rates. See our PAYG Price Guide and PAYG Non-standard Price Guide at ee.co.uk/priceguides for the countries included.

We can remove or change the countries included in the add-on or change the pricing at any time. We will try to tell active users of the service before doing this. We can also remove this add-on from your account, but we will tell you by text message before we do. Our usual oneminute minimum call charges will apply. 4

3. Using our services

In order to activate your SIM, you must first make a call, send an SMS or MMS or use data in the UK.

Some services are available as an Add-On only.

If you have a PAYG Pack, or other PAYG Add-On that gives you an allowance of data, minutes and texts, you can use that allowance as set out below.

If you have no Pack or bundle, or your allowance has run out, you will be charged as set out below.

- When **in the UK**, calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (Jersey, Guernsey and Isle of Man not included): use your allowance or charged at UK rates if no Pack allowance.
- When abroad **in the EU/EEA/Switzerland** calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and the Isle of Man): use your allowance or charged at UK rates if no Pack allowance.
- When abroad **in the EU/EEA/Switzerland** (including Jersey, Guernsey and the Isle of Man) calls and texts to customers of EU/EEA mobile networks and landlines: use your allowance or charged at UK rates if no allowance.

	Calling from the UK	Calling from EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)
Calling to the UK (landlines starting with 01, 02 & 03 and mobiles)	Included in allowance or charged at UK rates if no allowance	Included in allowance or charged at UK rates if no allowance
Calling to EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)	Not included in allowance; charged at international rates	Included in allowance or charged at UK rates if no allowance

For example:

- Calls and texts from the UK to France are not included in your allowance or charged at international rates, as this is an international call.
- Calls and texts from France to mobiles & landlines in the UK are included as part of your allowance or charged at UK rates.
- Calls and texts within the EU/EEA to mobiles & landlines (so for example from France to France, or from France to Spain) are included as part of your allowance or charged at UK rates.

You cannot use your allowance minutes and texts to call and text customers of mobile networks and landlines in EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU/EEA/Switzerland and will be charged at your normal plan rate.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. For further information on what you will be charged to call these numbers see ee.co.uk/pricguides.

Any inclusive data allowance you have is for use when in the UK and in the

EU/EEA/Switzerland. Or you can buy a data Add-On at UK rates to use data when abroad in the EU/EEA/Switzerland. See ee.co.uk/priceguides for details of Add-Ons available.

Whenever you make a call, a one-minute minimum call charge applies and are charged on a per minute basis.

You can only use mobile internet on our 4G network if you have a compatible 4G phone and you're within a 4G-enabled area and in range of a 4G base station. Your 4G phone may not be compatible with other UK 4G networks. You can check your 3G and 4G coverage at ee.co.uk/coverage. Your 4G phone may not be compatible with any 4G network outside the UK. We'll let you know by text message when your data is running low (80% of your allowance is used up) and when it has run out. You cannot use mobile internet unless you have bought a Pack or an Add-On.

The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds.

For more information on the cost of using our services, see the Pay as You Go Price Guide and Pay As You Go Non-Standard Price Guide at www.ee.co.uk/priceguides.

EU ROAMING

Inclusive EU roaming benefits are available to UK based customers only.

Our Europe Zone presently includes:

Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus*, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

**Turkey (you may wish to connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore, any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network will be chargeable.*

The maximum call duration per call made using inclusive roaming allowances is 120 minutes after which time, you must redial to continue the call.

You can call 150 free of charge when roaming in the EU/EEA/Switzerland to get information about our charges. Emergency services can be contacted within the EU/EEA/Switzerland by calling 112.

Fair use amount

If your domestic data allowance is greater than 25GB, a fair usage policy of 25GB whilst roaming in our Europe will apply (i.e. you can use up to 25GB from your allowance while roaming). Once you've used your fair use policy amount when roaming, we will notify you and surcharges will apply to continue using data when roaming in our Europe and Rest of World Zones. 6

The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your Pack renews (whichever is earlier).

• 1MB £0.0036

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.0000036 or 0.00036p).

Whether you have a FUP and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 25GB or less and therefore not subject to the fair use amount, if you use all your domestic data allowance when roaming outside the UK you'll need to buy a UK/EU data Add-On to continue using data. Details of these data AddOns (and the surcharges mentioned above) can be found in the EE Pay As You Go Price Guide.

Speeds

You will get our standard roaming data speeds when in the EU/EEA/Switzerland. This is likely to be slower than in the UK and fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accountsbilling-and-topping-up/terms-and-conditions/ee-termsandconditions/4g-wifi--mobile-broadband-terms/ee-traffic-management-for-mobile-broadband> for more info.

Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

Stable links

Our PAYG service is intended for customers with a stable link to the UK who travel abroad periodically. It is not intended for customers roaming on a permanent or semi-permanent basis. We will consider you have a stable link to the UK if spend a total of 60 days or more during any 120-day period within the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use or block your SIM card and roaming services. We'll let you know before we do anything.

4. General

Use of our pay as you go services is subject to your acceptance of our standard network terms and conditions. We monitor your use in accordance with those terms, which can be found at www.ee.co.uk/terms.

Services are for use in the UK unless we tell you otherwise. Services are for normal person to person use from your phone. You can't sell access to our network or to anyone else and that services are not be used for anything unlawful or to send nuisance communications. We'll decide if you are in breach of these terms and conditions if you text and 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. 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. If you don't call, text or top-up every 180 days you will be disconnected, and you'll lose any credit on your account. 7

5. Free Boosts for Packs

Each time you consecutively buy 3 of our 30 day Packs or 12 of our 7 day Packs, you can choose a Free Boost giving an extra allowance of minutes, texts or data (depending on your Pack) that will be applied to your current Pack and to future Packs purchased (the "Free Boost"). You can accrue multiple Free Boosts, meaning the more Packs you buy, the more Free Boosts you will receive.

If you have a 7 day Pack or a 30 day Pack costing less than £15 you will have 60 days from the date we tell you that you qualify for a Free Boost of minutes, texts or data to tell us which Free Boost you would like. Once you've selected a Free Boost, you cannot change your mind or ask for a different Free Boost.

If you have a 30-day Pack costing £15 or more, you will have 60 days from the date we tell you that you qualify for a Free Boost of data to tell us you would like your Boost. The Boost will then be applied automatically each time you qualify.

Free Boosts last for the duration of the Pack's Validity Period (e.g. 7 days or 30 days) and will not roll over if you do not use them up.

You cannot accrue Free Boosts for 7-day Packs, 30-day Packs costing less than £10 and 30day Packs costing £10 or more simultaneously. If you move between these types of Packs, you will lose all of the Free Boosts accrued.

6. Data Rollover

If you have not used all of the data allowance in your Pack when the Pack ends the unused data will be added to the next Pack that you buy. You cannot roll over data from Add-Ons or free boosts. Applies to 30-day Packs only. Does not apply to Talk and Talk & Text Packs. You must buy a new Pack within 7 days of the expiry of the original Pack with unused data to qualify for data rollover.

Rollover data lasts for the duration of the Pack Validity Period) and will not roll over a second time if you do not use it up. Your data allowance will be applied in the following order for each Pack:

1. Rollover data
2. Core Pack allowance
3. Free boosts.