

# Asurion tech support – Terms and Conditions of Use

These terms, together with any terms notified to you by EE in respect of the service, form your Terms and Conditions (the “terms”).

## 1. About Asurion tech support

The Asurion tech support service is a premium support service which allows you to access technical support for your new device purchased from EE via live tech experts.

You are eligible to use this service if you have purchased an eligible device from EE and you are over 18. You can begin to use this service immediately upon receipt of your order confirmation email.

Your access to the service will end 60 days after order confirmation or in accordance with **Section 7**, whichever is the sooner.

## 2. Who’s who?

This service is provided by Asurion Solutio Europe Limited (“Asurion”), registered in England and Wales with registered number 10163748 and having its registered office at Vantage London, Great West Road, Brentford, TW8 9AG.

In these terms, “we”, “our” and “us” means Asurion; “you” or “your”, we mean the person authorised to use the Asurion tech support service under these terms.

## 3. How can I contact the service?

It’s easy to get in touch with us



Call **0330 054 4365**

Visit [asurion.com/techsupport/ee](https://www.asurion.com/techsupport/ee) to arrange a call, request call-back or call direct to experts

- **Monday – Friday: 8am – 9pm**
- **Saturday – Sunday: 8am – 8pm**

Closed Christmas Day, New Years Day & Easter Sunday



Email [techsupport.ee@asurion.com](mailto:techsupport.ee@asurion.com)

## 4. What’s covered?

The Asurion tech support service offers technical support for:

- Your eligible device purchased from EE
- Software applications used to operate and/or control your device
- The connectivity between the device purchased from EE and other devices

## 5. What’s not covered?

The Asurion tech support service does not include (amongst other things):

- Assistance with any device that does not belong to you and/or you are not authorised to use
- Assistance with network coverage issues (e.g. data coverage issues)
- Modification of original equipment manufacturer (“OEM”) software
- Installation of third-party software or OEM drivers not supported by the device
- Installation of non-sanctioned applications

We may be unable to resolve the issue if we have limited or no information, where we are unable to obtain the required proprietary information from vendors, manufacturers or developers, or if the issue is a result of software or hardware errors not yet resolved by the hardware or software vendors, manufacturers or developers.

In the unlikely event that we are unable to resolve your issue, we may not be able to offer further assistance.

We shall not be responsible at any time for any loss, alteration, or corruption of any software, data, or files, unless caused by our gross negligence or wilful misconduct.

## 6. Will I be charged for using Asurion tech support?

No. Calling the Asurion tech support service line costs the same as calls to UK landlines starting 01 and 02. Calls from landlines and mobiles are included in free or inclusive calls packages.

## 7. Cancelling the service

You can stop using the Asurion tech support service at any time. You don’t need to tell us if you’re going to do that. Your right to access the Asurion tech support service will end:

- 60 days after purchasing your device from EE;
- If we have a valid reason (such as if you don’t comply with these terms); or
- On 14 days’ notice if the product is withdrawn.

We can change these terms at any time and will do so by publishing a revised version on [asurion.com/techsupport/ee](https://www.asurion.com/techsupport/ee). If you do not agree with any change, you can stop using the Asurion tech support service at any time. You don’t need to tell us if you’re going to do that.

## 8. How to complain

If you’re not happy with the service you can call, email or write to us to complain at any time. See **Section 3** for our contact details.

If we can’t resolve your complaint right away, we’ll email or write to you within 5 working days to outline our next steps. If the issue still isn’t resolved within two weeks, we’ll contact you again to keep you up to speed on what’s happening.

## 9. Privacy and remote access

At Asurion, we understand the importance of protecting your privacy. We want you to understand what personal information (also known as personal data) we collect, why it is collected, how it is used, and other important information so that you are informed and there are no surprises.

Please read our Privacy Policy [here](#).

Asurion is registered with the Information Commissioners Office as a Data Controller (number ZA215099).

We may ask you to allow an expert to remotely access and control your devices to assist you. If you allow this, you are consenting to our support technicians or third parties remotely accessing any data, videos, pictures, text messages or other content thereon in the understanding that this access may include visual access to any content available on your device during the remote share.

This may also include, without limitation, your settings information and information regarding your files and content. To receive these remote services, you may be required to download and/or run certain software applications on your devices and you will need to agree to comply with the terms and conditions applicable to the software.

## 10. Applicable law and other terms

We can transfer our rights and responsibilities under these terms to third parties but you may not. The law that applies to this contract will be the law of the part of the UK which you reside in. All communications with you in relation to this contract will be in English.