



Verification data:

# 1. Only BT's hybrid broadband is backed up by EE's mobile network for an unbreakable connection

## 2. BT Hybrid Connect Introducing the UK's first unbreakable home wi-fi

### 1. Only BT's hybrid broadband is backed up by EE's mobile network

BT's Hybrid Connect service works with our Smart Hub 2 to automatically connect customers to EE's mobile network if their fixed-line broadband goes down. It's the UK's only home broadband service to do this.

We have reviewed the details of all broadband internet service providers that we have identified as providing fixed broadband services across the UK.

| Broadband Provider | Does the provider offer 'fail-safe' connectivity?<br><i>i.e. if there is a fault with the fixed broadband connection, a 4G connection kicks in automatically to connect customers to EE's mobile network</i> |
|--------------------|--|
| BT                 | ✓  |
| Sky                | Sky's similar product is only available to business customers  |
| TalkTalk           | X  |
| Virgin Media       | Virgin Media's similar product is only available to business customers   |

|                      |   |
|----------------------|---|
| Vodafone             | Vodafone's similar product includes only 50GB of data on their 4G network |
| EE                   | X   |
| Plusnet              | X   |
| Now TV               | X   |
| Andrews & Arnold Ltd | X   |
| Airband              | X   |
| Amatis Networks      | X   |
| Aquiss               | X   |
| B4RN.org.uk          | X   |
| Box<br>Broadband     | X   |
| Breathe              | X   |
| Breez Tel            | X   |
| Cerberus Networks    | X   |
| Cloudscape Internet  | X   |
| City Fibre           | X   |
| Cuckoo               | X   |
| CIX Internet         | X   |
| Direct Save Telecom  | X   |
| Exa Networks         | X   |
| Exascale             | X   |
| Fastnet              | X   |
| F4RN                 | X   |

|                           |   |
|---------------------------|---|
| Fidonet                   | X |
| Freeola                   | X |
| Gigaclear                 | X |
| G-Network                 | X |
| GreenNet                  | X |
| Green ISP                 | X |
| Hive Telecom              | X |
| Home Telecom              | X |
| Hot Chilli Communications | X |
| Hyperoptics               | X |
| ICUK.net                  | X |
| iDNet                     | X |
| Ineedfibre                | X |
| IFB                       | X |
| Internetty                | X |
| iTALK                     | X |
| John Lewis                | X |
| Juice Broadband           | X |
| Leetline                  | X |
| Onestream                 | X |
| Post office               | X |
| Karma Computing           | X |

|  |   |
|--|---|
| Pulse8   | X |
| Lothian Broadband  | X |
| Origin   | X |
| Pine Media   | X |
| Pop Telecom  | X |
| Pulse Broadband  | X |
| Independent Fibre Networks<br>(Rebranded to Open Fibre Networks Ltd) | X |
| Pure Broadband   | X |
| Shell Energy   | X |
| Spectrum Internet  | X |
| SSE  | X |
| Stream Networks  | X |
| Three Broadband  | X |
| Timico   | X |
| The Phone coop   | X |
| Total Web Solutions  | X |
| Trooli   | X |
| Truespeed  | X |
| Trunk Networks   | X |
| Uno  | X |
| vFast Internet   | X |
| VISPA  | X |

|                 |   |
|-----------------|---|
| Vivaciti        | X |
| Wessex Internet | X |
| Wight Fibre     | X |
| Zen             | X |
| Zzoomm          | X |

## 2. Introducing the UK's first unbreakable home wi-fi

Market review at time of launch – 5 February 2021, to confirm that no other provider offers an automatic connection to a 4G network in the event of a fault with the fixed-line broadband network for consumer customers:

| Broadband Provider | Does the provider offer 'fail-safe' connectivity?<br><i>i.e. if there is a fault with the fixed broadband connection, a 4G connection kicks in automatically to connect home broadband customers to a 4G network</i> |
|--------------------|--|
| BT                 | ✓  |
| Sky                | Sky's similar product is only available to business customers  |
| TalkTalk           | X  |
| Virgin Media       | Virgin Media's similar product is only available to business customers   |
| Vodafone           | X<br>Vodafone launched 4G back up with Broadband Pro on 5 March 2021   |
| EE                 | X  |
| Plusnet            | X  |
| Now TV             | X  |

|                      |   |
|----------------------|---|
| Andrews & Arnold Ltd | X |
| Airband              | X |
| Amatis Networks      | X |
| Aquiss               | X |
| B4RN.org.uk          | X |
| Box<br>Broadband     | X |
| Breathe              | X |
| Breez Tel            | X |
| Cerberus Networks    | X |
| Cloudscape Internet  | X |
| City Fibre           | X |
| Cuckoo               | X |
| CIX Internet         | X |
| Direct Save Telecom  | X |
| Exa Networks         | X |
| Exascale             | X |
| Fastnet              | X |
| F4RN                 | X |
| Fidonet              | X |
| Freeola              | X |
| Gigaclear            | X |
| G-Network            | X |

|                           |   |
|---------------------------|---|
| GreenNet                  | X |
| Green ISP                 | X |
| Hive Telecom              | X |
| Home Telecom              | X |
| Hot Chilli Communications | X |
| Hyperoptics               | X |
| ICUK.net                  | X |
| iDNet                     | X |
| Ineedfibre                | X |
| IFB                       | X |
| Internetty                | X |
| iTALK                     | X |
| John Lewis                | X |
| Juice Broadband           | X |
| Leetline                  | X |
| Onestream                 | X |
| Post office               | X |
| Karma Computing           | X |
| Pulse8                    | X |
| Lothian Broadband         | X |
| Origin                    | X |
| Pine Media                | X |

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| Pop Telecom  | X |
| Pulse Broadband  | X |
| Independent Fibre Networks<br>(Rebranded to Open Fibre Networks Ltd) | X |
| Pure Broadband   | X |
| Shell Energy   | X |
| Spectrum Internet  | X |
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| Trooli   | X |
| Truespeed  | X |
| Trunk Networks   | X |
| Uno  | X |
| vFast Internet   | X |
| VISPA  | X |
| Vivaciti   | X |
| Wessex Internet  | X |
| Wight Fibre  | X |
| Zen  | X |

Zzoomm

X