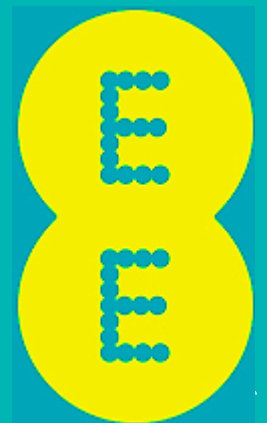


# COMPLAINTS CODE OF PRACTICE



WE'RE ALWAYS WORKING HARD TO MAKE SURE YOUR EXPERIENCE WITH EE IS AS GOOD AS POSSIBLE. BUT IF SOMETHING HAS FALLEN BELOW THE STANDARDS YOU EXPECT, WE HAVE A COMPLAINTS PROCEDURE TO HELP DEAL WITH THE ISSUE QUICKLY AND SIMPLY.

## Complaints Code of Practice

### Introduction

EE, the UK's most advanced digital communications company, is the first in Britain to offer superfast 4G mobile services alongside fibre broadband. We run the EE, Orange and T-Mobile brands, delivering our 27 million customers with the best network and the best service so they trust us with their digital lives.

EE provides a range of services, including services for customers with disabilities, please visit our website <http://ee.co.uk/> for more information.

EE is required by Ofcom to publish a code of practice containing details and information on how we work to solve customer complaints, disputes and the options available to you if we can't do that within 8 weeks. This code applies to you if you're an EE, Orange or T-Mobile, home broadband, mobile, residential or small business customer. This code is available at <http://ee.co.uk/help/safety-and-security/my-digital-life/complaints-code-of-practice> or you can get a copy by calling us.

### Terms and Conditions

When you first enter into an agreement with us you will receive a set of terms and conditions which details how we will provide the services to you. A copy of the terms and conditions that apply to you can be downloaded from our website or by contacting us. Please be aware that call charges may be incurred depending on your talk plan or service provider.

### Complaint handling and alternative dispute resolution procedures

We hope that you'll never have reason to complain about any aspect of our services. However, if there is something that you're not happy with you should contact customer services first. We

will try and solve your issue quickly where we can but there may be times when it may take a while to sort out.

## EE, Orange & T-Mobile complaints procedure

### Step 1

There are two ways you can complain, either over the phone or via one of our written communication options, letter, email or webform.

#### Over the phone

You can call us between 8am to 10pm Monday to Friday and 8am to 8pm Saturday and Sunday. Charges may apply when calling from your EE/Orange/T-Mobile phone, check your price plan or non-standard price guides to find out at <http://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs> Please remember that calls may be monitored and recorded for training purposes.

By phone	EE	Orange		T-Mobile
For mobile customers				
		Pay Monthly	Pay As You Go	
From your EE / Orange or T-Mobile mobile phone	150	150	450	150
From a UK landline	07953 966 250	07973 100 150	07973 100 450	0845 412 5000 or 07953966 150
If you're abroad	+447953966 250	+447973 100 150	+447973 100 450	+447953966 150
If your phone is lost or stolen	07953 966 250	07973 100 150	07973 100 450	0845 412 5000* or 07953 966 250

\*calls from other phones will cost 7 pence per minute plus the phone company's Access Charge.

For landline and home broadband customers	
From any phone	0844 8738 586* or 0800 956 6059
From an EE / Orange or T-Mobile phone	150

\*calls from other phones will cost 7 pence per minute plus the phone company's Access Charge.

Customers with disabilities	
Next Generation Text Relay or Text Relay	EE All Customers - 18001 07953 966250 Orange Pay As You Go – 18001 07953100450 Orange Pay Monthly – 18001 07973 100150 T-Mobile All Customers – 18001 07953 966 150
Video Relay Service	<a href="http://ee.co.uk/our-company/corporate-responsibility/sharing-connectivity/digital-living/digital-for-all">http://ee.co.uk/our-company/corporate-responsibility/sharing-connectivity/digital-living/digital-for-all</a>

Additional Support for EE customers with disabilities	
We are committed to providing you with the best service possible, no matter what your disability is. By filling out our simple Disability Registration Form (see link below), our Customer Service Teams will be able to tailor our services to meet your needs. They'll be aware of your disability when you call and will take your disability into consideration. <a href="#">Learn more about registering for our tailored services</a>	

If you are not satisfied with our response, you can ask for us to reconsider the issue. You have the option to discuss the issue with a Customer Service Team Leader. If your complaint still isn't resolved after speaking to a Team Leader/Manager then you can escalate to an Operations Manager.

If your complaint remains unresolved you can escalate to a Head Of Department and finally a Director.

### Letter, email or webform

Over the phone is the quickest way to resolve your complaint however if you prefer you can raise a complaint by sending a letter or email or by completing our complaint webform. The table below contains the contact information for each option.

Email	
For Pay Monthly and Pay As You Go customers	customerrelations@ee.co.uk
For landline and home broadband customers	<a href="https://explore.ee.co.uk/broadband/email-us">https://explore.ee.co.uk/broadband/email-us</a>

Write
If you're a mobile, small business or home broadband customer, write to us at;
EE Customer Services 6 Camberwell Way Sunderland Tyne & Wear SR3 3XN

Webform
<a href="https://explore.ee.co.uk/forms/we-are-listening">https://explore.ee.co.uk/forms/we-are-listening</a>

### Don't forget to include:

- Your full name
- Your full postal address
- Your account number and/or mobile telephone number and if you're a home broadband customer your landline telephone number
- Please specify which brand you are on EE, Orange or T-Mobile
- Details of your complaint
- Your resolution requirements
- An alternative daytime contact telephone number

The Customer Services Team will be working towards contacting you within 72 hours of receiving your complaint. If we can't get hold of you by phone we will email you if you have provided us with your email address, or we will write to you.

Note: If you complete the form or send a letter or email, please **do not submit sensitive or personal information** such as account security answers or payment information. If you need to update your account details, including payment information, please visit <http://ee.co.uk/ee-and-me> or call Customer Services. Call charges are free from your Orange, T-Mobile or EE mobile phone, however charges from another mobile network or landline may vary. If you've set up a Customer Services password, remember EE will never ask you to reveal it in full.

## Step 2

### Stage 1

You can get independent advice from the Citizens Advice Bureau, Consumer Advice Centre and Trading Standards. Whilst we're happy to work together with the above independent organisations, if you decide you need their help to resolve your complaint, we would always want you to come to us first, as most problems can be resolved quickly this way. For broadband customers, after asking us to refer your complaint to the organisations mentioned above, you may also find it useful to speak to the Internet Service Providers Association (ISPA) at [www.ispa.org.uk](http://www.ispa.org.uk).

### Stage 2 - Contact Ombudsman Services

If after contacting us we have not resolved your complaint within 8 weeks or if there is a deadlock situation, you may refer your complaint to Ombudsman Services, free of charge. Deadlock arises when we believe we have done everything we can to resolve your complaint but can't reach an agreement with you. You must have followed our escalation process before deadlock will be considered and we will be unable to send a deadlock letter if we are still working to resolve your complaint or if your complaint falls outside the remit of Ombudsman Services.

Ombudsman Services is an independent dispute resolution scheme, approved by Ofcom. Please ensure that you read Ombudsman Services guidelines to ensure that your complaint satisfies the conditions for referral. <http://www.ombudsman-services.org/communications.html>

When your complaint goes through Ombudsman Services, an independent assessor will review your complaint and make a decision about how to settle it.

Details of the service are available by contacting us or Ombudsman Services directly:

Ombudsman Services  
The Brew House  
Wilderspool Park  
Greenall's Avenue  
Warrington  
WA4 6HL

Tel: 0330 440 1614

Fax: 0330 440 1615

Text phone: 0330 440 1600

Website: <http://www.ombudsman-services.org/communications.html>

### EU Online Dispute Resolution Platform

From the 15 February 2016, customers who purchase their device or contract online can use the Online Dispute Resolution (ODR) Platform to register a complaint.

The ODR is an EU Alternative Dispute Resolution (ADR) procedure which signposts a customer to the relevant ADR provider for their complaint. EE is a member of the Ombudsman Services Scheme as referred to above. Should the nature of the complaint be one which is covered by the Ombudsman Services Scheme the ODR portal will refer you to Ombudsman Services Scheme. You are not required to use the ODR Portal. You can approach Ombudsman Services directly. To apply to the ODR platform an online form needs to be completed and submitted. Further information on ODR and the form can be found [here](#).

### Ofcom

As the communications regulator – Ofcom are there to ensure, among other things, that all Communication Providers have a Complaints Process in place which meets certain criteria. Ofcom

don't investigate individual complaints on behalf of the consumer or adjudicate, but they can provide guidance on the complaints process as stipulated in Steps 1-3 of this Code of Practice.