



Internet Code of Practice

Our code of practice

Our customers are an important part of our business, and making sure you're happy with our services is at the heart of everything we do. So we've put this code of practice together to make sure you have the latest information on our products, services and customer care policies, including how to contact us if you have any questions.

We'll follow this code of practice to make sure that we:

- act fairly and reasonably when in contact with you
- help you to understand how our products and services work
- deal with any complaints quickly and fairly
- make sure that all our products and services keep to relevant laws and regulations
- make copies of this code available on our website and in writing (including in large print, on audio tape and in Braille)
- train all our staff and contact centre agents to follow this code at all times

Who we are

Everything Everywhere Limited is a company registered in England and Wales (company number 02382161).

The registered office is:

Hatfield Business Park
Hatfield
Hertfordshire
AL10 9BW

Our services

Home broadband packages

We offer a choice of packages that include broadband, home phone and line rental - please see our website for further details.

Home broadband usage

We want to be very clear about exactly how much data our customers can download. You can find the conditions for your specific plan in the "network management" section of our website.

Usage allowance for Home Phone and Second Line phone service

The EE home phone service and second line phone services are subject at all times to a limit of 1,000 minutes on the outgoing inclusive evening (7pm to 7am Monday to Friday) & weekend (midnight Friday to midnight Sunday) and anytime calls for each billing period. These call types have a maximum call duration of one hour per call. After that, these calls will be charged at standard rates. If you go over any of the limits we've explained above, this will mean you've exceeded our fair use policy. We will continue to monitor your usage and may suspend your service.

Broadband Network management

Network management is where we prioritise certain types of time-sensitive internet traffic, like online gaming, over less time-sensitive traffic (like file sharing) particularly at busy times (6pm to 11:30pm on weekdays, 5pm to 11:30pm on weekends). Similarly to home broadband usage, we want to be very transparent on which rules we apply to manage our network - you can find the most up to date set of network management rules in the "network management" section of our website.

How to Order

To order any of our services and find information on prices please visit <http://shop.EE.co.uk> or call us using the contact details above. You can also visit any EE shop. For some of our packages, we'll need to run a credit check before we can give you the service. If you are an existing customer you can change your package online at my.ee.co.uk and click 'home broadband login'.

Customer support

Making sure that you are satisfied with our services is very important to us. You can call us the Home Broadband Support Team on 0844 873 8586 between 7am and 11pm, 7 days a week. Calls from an EE Home phone are free. Calls from a second line or other phones will cost 7 pence per minute plus the phone company's Access Charge. Calls may be recorded for training and quality purposes. You can also use the web form on the "contact us" pages at help.ee.co.uk.

Our Complaints Code of Practice is published on our website [here](#).

Minimum term contracts for our products

For some of our products the contract runs for a minimum term, which you would have been told about when you joined us or if you changed your package with us. The details of your terms of use can be found on the website.

Contract start dates

We'll always aim to provide your internet access within a reasonable time of you applying for it. As there are a few different things we need to do to set you up with each different part of your package, the start date depends on which product you choose.

Broadband

We'll carry out checks to make sure you can get home broadband, and your start date will

begin when the service or any part of it, is first made available to you. We will normally get you up and running within 10 working days.

Home phone

If you have chosen a home package that includes the home phone service it may take up to 20 working days from the day you order, for your telephone service to be transferred to EE. If you have chosen a package without line rental, please remember that you will need to continue to pay your existing provider for line rental.

Our terms of use

You can view our terms of use on the EE website. They describe the contract between you and us. The terms of use that apply to you depend on your package. If there's anything you don't understand relating to our dial-up, home broadband and/or home phone services, or if you'd like a printed copy of the terms of use, contact the support team.

How to cancel your account

You can cancel at any time before your start date, but after that you are tied in to the contract for the minimum term. The start date for your package is the date that your home broadband service is activated (which we will have confirmed by email) or when you first start to use the home broadband service, whichever is first.

If you want to end your contract during your minimum term, you will have to pay all the charges due for the rest of the period less any charges we no longer incur by not having you as a customer. This does not affect your legal rights.

Leaving our broadband package to go to another service provider

If during the minimum term of the contract you want to leave and go to another broadband provider, you will have to pay the charges for the remaining period of the contract which is equivalent to your monthly line rental x remaining months of your contract (plus any other outstanding charges that you owe us). We will deduct any discount we owe you. When you call us we will explain the charges to you in detail, including how we arrive at the final amount. To move you need to phone us immediately. If you don't, and you're no longer in your minimum term, your account will remain open and we will continue to charge you for the service.

If your home broadband package includes our home phone service, before leaving us you need to ensure you are aware that you will lose your inclusive call minutes. Once this is closed, your calls will be charged by your line rental provider, at their rates. If you're on our home phone package which includes EE line rental, before leaving us you need to ensure you have also arranged for your telephone service and line rental to be switched to a new provider.

Broadband customers

To go to another service provider you need to follow one of the industry-approved processes and will have to pay us any charge that we incur from BT for disconnecting you together with our own associated administration costs which is set out in our price guide. Our broadband service will continue until your new provider is ready to start your new service. The time it takes for this to happen depends on your new provider. When this happens, your

account with us will end.

You may also want to cancel your direct debit with the bank. However, please make sure you let us know at the same time.

Existing Dial up Any Time customers

You can close your dial-up account at any time. Simply contact customer support. Remember that you pay for the service in advance, so it may be worth waiting until just before your next payment is due before calling to close your account. You may also want to cancel your direct debit with the bank. However, please make sure you let us know at the same time.

Dialup Pay As You Go

There is no need to call us; you can just stop using your account. You will not be able to use your email after you have not used the account for 219 days. If you cancel and then change your mind within 259 days, you can always come back to us by opening your account up again online. When you end your account, we may delete all the information we are storing for you. This also means that we may delete all the emails in your email account.

How to change your address or personal details

This depends on what package you have. We want to help you sort things out as smoothly as possible, so please follow the steps below for your particular package.

Broadband and/or home phone

You need to contact customer support. If you're changing your phone number or are moving house, remember to have your new number handy so we can check you are moving to an area that has home broadband available. If you are on a package that includes line rental, your phone line will be transferred first in the event that you move house. Your broadband package will be set up after your phone line is in place. This may take up to 25 working days. If the area you are moving to does not have broadband, or your new home does not have a pre-existing BT phone line, we will no longer be able to provide you with a home broadband service. If we have to cancel the account because your new house doesn't support home broadband, you will need to pay any amounts that would have been due for the remaining part of the contract.

Dialup packages

You need to contact customer support with your new details and we'll update your account details on the same day. If you are changing your phone number, remember to have your new number handy. We can only talk about account details with the person who signed up for the account unless we have the account holder's permission for someone else to call. It is much easier if the account holder calls in about any account issues.

How to get help with technical problems

It's very important that you have all the help you need so you can get the most out of our products and services. Here's how you can get help with technical problems. First click on the 'help and support' tab on our homepage or click help.EE.co.uk. The information there is always updated and you may find your question has already been answered.

EE broadband support advisers are happy to talk through any technical issues you may have with your EE home broadband package and/or home phone service. For any technical issues or if you need help in regards to your service and using Apple Mac please contact customer support.

Cost of our services

See full details of pricing for all of our home broadband packages and home phone calls by

- visiting our website
- visiting any of the EE shops
- calling customer support on 0844 873 8586*

*Calls from an EE Home phone are free. Calls from a second line or other phones will cost 7 pence per minute plus the phone company's Access Charge.

Paying for our products and services

Our products are very different from one another, so how you can pay will depend on which package you choose.

Broadband and home phone

You can pay for your home broadband package and/or home phone by direct debit, MasterCard, Visa, Delta or American Express. You will get one single statement per month including all the services you have registered for. Please note that if you pay your bill by credit or debit card, you'll pay an additional monthly surcharge of 50p, so we recommend direct debit instead. We'll take the first monthly fee as soon as your account is active and we'll then take a payment on or around the same date each month. For example, if your service became available on 11 April, we will take your payments on the 11th of each month (or as near as possible to it) from then on.

If you pay by direct debit, the payment will be taken from your account up to 10 working days after it's due. We won't be responsible for any bank charges you have to pay as a result of you not having enough money in your bank or building society account. For late payments you will be charged an additional £2.00. If you have difficulties paying your bill, please call customer support.

Your second line call charges will be added to the monthly home broadband bill that you can see. You can find this by logging on to the EE Member Centre. The statement in your account will show details of all your calls, including those that are free of charge.

Existing Dialup Any Time customers

We will collect your monthly fee in advance using the payment method you chose when you signed up. You can choose to pay by direct debit, Visa, MasterCard or Delta. Please note that if you pay your bill by credit or debit card, you'll pay an additional monthly £3.50. We will take your first payment within 28 working days of when you register. We'll continue to use the payment details you gave us when you registered until you give us new instructions. If you pay by a credit card, make sure you remember to give us your new credit card details when your existing one stops being valid, you can do this online.

Dialup Pay As You Go

The charges for using the internet will appear on your phone bill, whichever telephone

provider you use.

Ending your services if you haven't paid

We want to help you pay our charges and have tried to make the process as easy as possible.

- We will email you if we have not managed to collect a payment. We will send this message to the email address you supplied when you registered.
- If we still can't get payment, we may write to you to let you know what to do to stop us closing your account.
- If we still don't hear from you, we will suspend or close your account.
- If you are not sure what to do, phone customer support.

Protecting your personal information

We take your privacy seriously. If you would like more information on how we use your information, see our privacy policy. We keep to the Data Protection Act and other relevant data protection laws.

The Data Protection Act

The Data Protection Act 1998 gives people a number of rights over how their personal information is processed. One of these rights entitles you to get almost any organisation to:

- tell you whether they are processing your personal information
- tell you why they are processing your personal information
- tell you who will receive or process the personal information they hold on you
- give you a copy of any personal information we hold, in a way you can understand

Asking us about information we hold

To deal with your request, we can ask for certain information. If you decide you want to ask us about the information we hold about you, we will send you an application form to fill in, along with a letter explaining how to make the request. The application form will ask you to:

- provide details about your account
- provide details about you (for example, your date of birth and contact details)
- tell us what information you want to see or ask about
- give us any information that will allow us to identify the information you want
- provide proof of your identity
- send a cheque for £10 to cover our administration costs

We often find that people want access to their information under the Data Protection Act to help them with matters not connected with our service. To help us identify what information you want, it's helpful if you can give us any background information relevant to your request. But you don't have to.

If you would like an application form or more information on how to ask for information, please fill in the form on our website. We will need your contact details to respond to your enquiry. However, we will not use this information for any other purposes. Your enquiry will be processed by one of our authorised agents.

We also keep to the British Code of Advertising, Sales Promotion and Direct Marketing, which you can see on our website.

If you want to know what personal information we hold about you please request a Subject Access Request by writing to the following address:

Compliance UK
EE
Mercia House
Senhouse Road
Lingfield Way
Darlington
DL1 4YG

Communicating with you

Some of the information we send you is to help you get more out of your service. Here's an idea of the kind of things you'll get.

- Special announcements – we will give you details of any relevant special offers that might apply to you.
- Service announcements – we will communicate with you to let you know about any changes in our policies, this code of practice or any relevant terms of use.
- Marketing communications – we keep to direct marketing best practices so will only send you marketing information you agreed to when you registered with us. If you agreed to receive marketing information but have registered with either the mailing or phone preference services you will be removed from any communication and special offers we send.

If you would like to change your choice of information you receive by email, contact the address provided in each message or phone customer support. If you would like to stop receiving marketing calls from other companies, contact the Telephone Preference Service: www.tpsonline.org.uk. Calls should stop after 28 days.

Bills and literature in other formats

If you have difficulty reading your bill, we can provide you with a choice of Braille or large print versions on request. You can also get other literature in a choice of alternative formats on request - Braille, large print, audio tape and electronic text format (particularly useful for customers with a visual impairment who use text to speech' software).

What to do if your wireless router has been lost, stolen or damaged

You must tell us immediately by calling customer support. You will be responsible for paying our charges for it until you do. We will replace the wireless router, if appropriate, as soon as we can, but we can charge you for this.

Protecting customers

We aim to provide a service that is safe for all our customers. The internet gives people access to a lot of adult material, which will concern many parents. We have published some guidelines on how parents can help protect their children. To read our advice on protecting children on the internet, go to our website.

We also offer a wide range of technical safeguards to its Internet and mobile customers and have a dedicated safety team to ensure any concerns are addressed. These safeguards include:

- A free family protection service with parental controls to protect minors from harmful or inappropriate material. This lets parents or carers choose what children can do and see online and offers a facility to manually block or allow websites which gives you greater control over the standard service.
- Free antivirus and spam filters are available on our email service
- We offer users of our Internet search service a "safe search" function to control results
- EE operates a "notice and take down" procedure for reported inappropriate content on our web portal and provides clear links from various services to enable users to report abuse of any sort.
- EE uses the IWF list of illegal child abuse websites to prevent inadvertent access to such images on both our fixed and mobile platforms.

EE offers also great security packages and you can find more information on the EE website.

How to get help if you are being "spammed"

Our email service scans all your incoming emails for potential spam and viruses. However, we do also suggest that you have a virus software package installed. EE offers great security packages. You can find more information on our website. We can take action against other EE customers who have been sending spam. To allow us to investigate a complaint of spam, please read our instructions on reporting abusive emails. Otherwise, you can contact the internet service provider of the person sending you the spam.

Access to premium rate websites and "rogue diallers"

The charge you pay us for access to the internet does not include charges to premium rate services on the internet. Any call charges run up by you visiting premium rate websites will be added to your phone bill and will not appear in your Dialup Any Time or Broadband statements. We are not responsible for charges arising from using premium rate services through the internet and you are responsible for making sure you have the right connection settings. You should take the measures we've explained in this document to protect you against unexpected charges.

Some companies ask you to download diallers in order to get to premium rate or restricted content, such as sports highlights, music downloads or adult content. After you have downloaded and run the dialler, it will disconnect your dialup connection and connect your computer to a premium rate number. Sometimes, diallers can connect your computer to the internet without you knowing. In some cases, you may not know that the number you are connecting on has changed. These are generally called 'rogue diallers'.

Rogue diallers can affect you if you accept a download or installation, or can be delivered by a virus. You should always be suspicious of new download or installation requests if they are not expected (for example, if you are just browsing web pages when a request to download appears). In most cases the rogue dialler will connect you to the internet on premium rate or International rate numbers with very high call charges. If you think you have fallen victim to a rogue dialler which has led to you running up high call charges, PhonepayPlus (phonepayplus.org.uk) offers information and advice on its website.

What to do if you are receiving nuisance calls

Malicious calls can be offensive, threatening, or just very annoying. They may also be a criminal offence under the Communications Act 2003 (Misuse of telecommunications). If you are getting nuisance calls, call customer support. The PhonepayPlus site also features a search facility which will help to trace the premium rate phone number you have dialled. PhonepayPlus also gives more details on how to make a formal complaint.

Non-geographic numbers and Premium rate services

Non-geographic numbers

These are numbers that don't relate to a geographic location. They include numbers beginning with 03, 08, 09 (premium rate numbers), 116 (helplines), 118 (directory enquiries) and 070 (personal numbers or "find me anywhere" numbers).

Examples of services using these numbers include information services, technical helplines, telephone banking, sales and customer service lines. Calls made to these numbers are chargeable on the EE network (with the exception of some 080 helpline numbers). 08 numbers are included in some price plan allowances – check your price plan or see the website for more information.

We are committed to publishing the call charges of these numbers on our website and in our price lists in a way that gives them the same prominence as calls to geographic numbers and other mobile networks. We are also committed to publishing in our advertising, promotional and sales material that refer to call pricing, alongside maximum prices applying to 08, 0870 and 070 calls, a reference as to where on our website these charges can be found.

Premium Rate Services

Premium rate services offer some form of content that is charged to your phone bill. These services can be landline, fax, interactive TV and PC. They are usually priced higher than your standard call charge because they involve an operator sharing revenue with a content provider. Premium rate numbers generally begin with 09, 118, 0871, 0872 and 0873. Typical services include TV vote lines, ringtones, chat, charitable fund-raising, sports results and directory enquiry services. Directory enquiry services are advertised on six-digit numbers beginning with '118'. Charges for these will appear on your account and a proportion of the charge will be paid to the content provider. All complaints about these services should be raised with the service provider of the premium rate service.

Contact PhonepayPlus

If you do not get a satisfactory response from the service provider of the premium rate service you may wish to make a formal complaint to PhonepayPlus. It investigates complaints and has the power to fine companies and bar access to services if its Code of Practice is breached. It can also bar the individual(s) behind a company from running any other premium rate services under any company name on any telephone network for a defined period. Lesser problems can be dealt with by issuing formal reprimands or ordering companies to come to PhonepayPlus for prior approval.

Useful contacts

ISPA
Internet Services Providers' Association
28 Broadway London
SW1H 9JX Phone: 0870
050 0710
Fax: 0870 033 7205
www.ispa.org.uk

Ofcom
Riverside House
2A Southwark Bridge Road
London SE1 9HA
Phone: 020 7981 3040
Fax: 020 7981 3334
www.ofcom.org.uk

PhonepayPlus
Clove Building
4 Maguire Street
London SE1 2NQ
Phone: 0800 500 212
Fax: 020 7940 7456
www.phonepayplus.org.uk

CISAS
International Dispute Resolution Centre
70 Fleet Street
London EC4Y 1EU
Tel: 020 7520 3814 or 020 7520 3827
Fax: 020 7520 3829
Text phone: 020 7520 3767
E-mail: info@cisas.org.uk
website: www.cisas.org.uk

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