



# Home 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

EE Limited is a company registered in England and Wales (company number 02382161). Our registered office is:

Hatfield Business Park  
Hatfield  
Hertfordshire  
AL10 9BW

## Our services

We offer a choice of packages that include Home broadband, Home Phone and TV - please see our website for further details.

## Customer support

Making sure that you are satisfied with our services is very important to us:

- Call the Home Broadband Support Team on 0844 873 8586\* (7am - 11pm, 7 days a week).
- Online: web form on the "contact us" pages at [help.ee.co.uk](http://help.ee.co.uk).
- visiting any of the EE stores

\*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.

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

## How to Order

To order any of our services and find information on prices please visit our website [ee.co.uk](http://ee.co.uk) or call us. 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.

## 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.

## Delivery times and contract start dates

The contract start date is usually when the service or any part of it is first made available to you.

Depending on whether you're a new or existing customer, delivery time can vary. We'll always aim to connect your broadband within a reasonable time but as there are a few different things we need to do to set you up the start date depends on which product you choose. It can take up to 10 working days to have a new broadband line enabled. Your router will be sent to you during this time with a Welcome Pack which will answer your questions. You can track your Home broadband, Home Phone and EE TV order online by logging in to 'Manage your account'.

If you have chosen an EE TV package and you already have broadband we will send you an EE TV box within 3 working days of your order being processed.

If you have chosen a 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 services, or if you'd like a printed copy of the terms of use, contact us.

## 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.

## Network management

We aim to provide you with an excellent broadband experience at all times of the day so we need to manage our internet traffic according to certain rules at busy times. You can find more information in the "Network Management" section of our website.

## 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.

## How to change your address or personal details

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.

## 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. There is lots of information on our website and our support advisers are happy to talk through any technical issues you may have with your service.

## 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.

## **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 minors**

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.
- 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.

## **What to do if you receive unwanted calls**

You may receive unwanted calls from sales and marketing companies who are trying to sell goods and services. If you don't want to receive unsolicited sales or marketing calls, you should register your number with the Telephone Preference Service (TPS) by:

- telephone: 020 7291 3320
- online: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

If after registering with the TPS you still receive unwanted calls you should contact the Information Commissioner's office. You can contact them in the following ways:

- telephone: 0303 123 1113 or 01625 545745
- email: [data@informationcommissioner.gov.uk](mailto:data@informationcommissioner.gov.uk)
- online: <http://www.ico.gov.uk/>
- writing to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## 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. If you are getting nuisance calls, call customer support.

## Non-geographic numbers

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

Calls to 0800, 0808 and 116 numbers (otherwise known as freephone numbers) are free to call. Under Ofcom's new rules, consumers calling these numbers will see the total cost of the call split out on their bills into an 'access charge' which is set by us, plus a 'service charge' that is set by the company or organisation they are calling. You can find more information via [www.ee.co.uk/ukcalling](http://www.ee.co.uk/ukcalling) or Ofcom's website.

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.

## 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 and 118. 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.

PhonpayPlus is the industry-funded regulatory body appointed by Ofcom to regulate the content and promotion of premium rate services. PhonpayPlus investigates complaints about the advertising, content and overall operation of premium rate services. It has the power to fine companies and bar access to their services if they breach the Code of Practice. If you have a complaint you should contact the service provider first. If they don't resolve

your query to your satisfaction you should contact us and we will investigate.

You can contact PhonepayPlus in the following ways:

- telephone: 0800 500 212
- online: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)
- writing to:

PhonepayPlus  
25th Floor  
40 Bank Street  
Canary Wharf  
London E14 5NR

### Complaint handling and alternative dispute resolution procedures

We hope that you will never have reason to complain about any aspect of our services. However, if there is something you are not happy with you should contact customer services who will try to resolve your complaint or query. We will aim to find an immediate solution where we can, though more complex complaints may take a little longer to sort out. If having contacted us you feel that your complaint has not been dealt with you can ask for your complaint to be escalated to a Manager. If your complaint is still unresolved, you should follow the procedure in our Complaints code of practice which is available on our website [here](#).

### Contacting Ofcom

Ofcom regulates the UK communications and postal industry. More information can be found at [www.ofcom.org.uk](http://www.ofcom.org.uk) by contacting them in the following ways:

- by telephone: 0300 123 3000 or 020 7981 3000
- by fax: 020 7981 3333
- In writing:

Ofcom  
Riverside House  
2A Southwark Bridge Road  
London  
SE1 9HA

### Other useful contacts

ISPA  
28 Broadway  
London SW1H 9JX  
Phone: 0870 050 0710  
[www.ispa.org.uk](http://www.ispa.org.uk)

This Code of Practice is published on our website and can be downloaded. Copies are available in a choice of alternative formats such as Braille, large print, audio and electronic.

Last updated Sept 2015