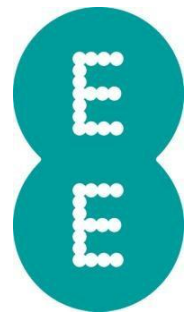


# Mobile Consumer Code of Practice



## Who we are and what we do

EE Limited is the name of the company that runs the EE, T-Mobile and Orange brands in the UK. It has a customer base of around 30 million people. It is owned as a Joint Venture by Deutsche Telekom and France Telecom.

The registered office is:

Hatfield Business Park  
Hatfield  
Hertfordshire  
AL10 9BW

## How to get a copy

This code applies to you if you're a residential or small business customer and it's available on our website under the 'Contact Us' pages at [ee.co.uk](http://ee.co.uk).

You can also order a copy by calling 150 from your EE phone or 07953 966 250 from any other phone. Our code is also available in large print, audio and Braille formats.

## Purpose of the code

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

## The EE range of services

We provide a range of voice and data services, including:

- UK and international voice calls
- text and picture messaging

- internet and email on your phone
- roaming abroad (visit our website for coverage details)
- picture Messaging
- information services

We offer many types of accounts and price plans to suit your needs:

- pay monthly
- pay as you go
- mobile broadband
- SIM only

A pay monthly plan will include a certain number of call minutes, text messages or picture messages, depending on the type of plan. A Pay as you go price plan requires you to pay in advance for any usage. You Fix is a combination of both – so you pay a fixed monthly recurring charge and receive an allowance of minutes and texts. You simply top-up for additional minutes, texts or services outside your allowance. SIM only allows you to join us on a Pay monthly plan without the need to commit to a 12 month contract. For more details on these and the services outlined above including how to obtain any EE services, please visit our website at [ee.co.uk](http://ee.co.uk).

Terms and conditions

Whether you're a pay monthly customer or a pay as you go customer, you'll receive a set of terms and conditions when you enter into an agreement with us. This means that we're agreeing to provide you with telephone, billing and customer services. You can also ask for a copy of the terms and conditions that apply to your agreement by contacting us or you can download one from our website. The pay monthly terms and conditions on our website are the current EE terms and conditions which apply to all new customers and customers upgrading their phones. If you are an existing EE customer your terms of service may vary from those shown on the website.

### **Managing your account online**

You can view and manage your account online anytime at [my.ee.co.uk](http://my.ee.co.uk).

### **Billing and Top-Up**

We offer lots of payment options so you can enjoy more control over your mobile account. If you are a Pay monthly customer you will receive a monthly bill (usually online) detailing the charges for the month to come and any call charges for the previous month. You can receive a paper bill at a charge of £1 per month and an additional charge of 50 pence for each mobile number on the account if you want a fully itemised bill.

You can pay your bill by direct debit, telephone banking, internet banking or other payment methods. A separate payment handling charge of £3.50 per month applies if you don't pay by direct debit or BACS (telephone or online banking). If you are a pay as you go customer you won't receive a bill, but you can check your available credit by dialling 150 or texting 'BA' to 150. Don't forget, you can view your bills online.

## **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 EE literature in a choice of alternative formats on request - Braille, large print, audio tape and electronic text format. Contact details are provided at the end of this document.

## **Switching to EE**

You can keep your existing mobile number if you switch to EE from another provider. It takes one working day and is free of charge. First you will need to get a Port Authorisation Code (PAC) from your existing provider and give it to us. This means we have your permission to request your number to be transferred to us.

## **EE disconnection policy**

Our disconnection policy is outlined in our terms and conditions which you receive a copy of when you join the EE network. If you are a pay monthly customer and you don't pay your bill or exceed your credit limit, we may stop you making outgoing calls. Continuing not to pay will lead to suspension and disconnection. If you are a pay as you go customer you will be disconnected from the network if you don't make a chargeable action (e.g. call or sms) within a 180 day period. We may also disconnect customers for other reasons, e.g. if you use our services in an unlawful manner such as making offensive or nuisance communications, or sending, receiving, uploading and downloading material which is illegal, offensive or indecent.

## **Cancelling your agreement**

If you are a pay monthly customer on a 12, 18 or 24 month contract and wish to cancel your agreement with us, you can do so by calling us and giving us at least 30 days' notice. If you change your mind between informing us and your contract termination date, you can let us know and we will restore it.

If you cancel during the minimum term you will have to pay an early termination charge 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.

## **Emergency calls**

In an emergency you should dial 999 or 112 to be connected to the emergency services. An operator will connect you though to the emergency authority that you request. If you are hard of hearing or speech impaired you can register at [www.emergencysms.org.uk](http://www.emergencysms.org.uk) to be able to use the 999 sms service in an emergency.

## **Directory enquiry listing**

You have a right to choose whether your details are included in directory listings. Contact customer services if you do want your details included.

## 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 mobile phone bill or prepay account. These services can be voice, text, video, picture message and are usually priced higher than your standard call charge or text message because they involve an operator sharing revenue with a content provider. Services can also be accessed by landline telephone, fax, interactive TV and PC. 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.

Mobile text shortcode numbers - the five- and six-digit numbers that you can use to enter text competitions, give to charity via your mobile, download mobile games, etc. - are also considered premium rate. 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. It is possible to bar calls to 09 numbers and you can also stop receiving chargeable messages. If you would like to know how much it costs to dial a specific number, or if you would like information on how to bar numbers, you can contact EE customer services.

## Subscription services

Some services require you to subscribe which means that you may be charged a monthly subscription fee or you will be sent a number of chargeable messages every month. Before you subscribe to a premium rate service you will be sent a free welcome message which contains useful information including charges for the service and how to unsubscribe. If you want to terminate the service, or you have mistakenly subscribed to a service, you can send the word 'STOP' to the shortcode and you should not receive any more chargeable messages. You should always be given the contact details of the company and the cost of the service before using it. If you have a query, a complaint, have not received the service or want a refund then you should contact the third party directly.

## Inappropriate content

The Independent Mobile Classification Body (IMCB) is an independent body set up by the mobile industry to develop a framework for classifying content unsuitable for under 18's. More information on the IMCB can be found at [www.imcb.org.uk](http://www.imcb.org.uk).

EE is a member of the Internet Watch Foundation (IWF) which is the organisation dealing with the notice and take down of illegal content. More information on IWF can be found at [www.iwf.org.uk](http://www.iwf.org.uk).

## Content Lock

To prevent children from accessing 18-rated content when they use a mobile phone we have developed a service called 'Content Lock'. It has three settings: 'On', 'Moderate' and 'Off'. All mobiles, USB sticks and data cards are sold with Moderate Content Lock already applied. If you give a EE phone to a child, it is your responsibility to make sure that Content Lock is turned on before you give it to them so that they won't be able to access unmoderated and interactive user generated sites, chatrooms and 18-rated material from the internet, t-zones (our downloads portal) and third party shortcodes. Moderate Content Lock still restricts access to all 18 rated material, but allows most social networking sites and unmoderated user generated content sites.

You can find out whether Content Lock is on by visiting My EE or by calling either 1818 or 150. To turn Content Lock on just text STRICT to 879. To switch to 'moderate' Content Lock, text MODERATE to 879. To remove Content Lock you will need to prove that you are over 18. This can be done by:

- calling 1818 from your EE phone and entering your credit card details
- entering your credit card details on the web page that appears when you access a site blocked by Content Lock
- visiting My EE and removing Content Lock (pay monthly customers only)
- a visit to an EE shop with a proof of ID (driving licence, credit card)
- calling customer services on 150 from your EE phone

## PhonepayPlus

PhonepayPlus is the industry-funded regulatory body appointed by Ofcom to regulate the content and promotion of premium rate services. The 12<sup>th</sup> code sets out the rules that companies offering premium rate services must follow.

PhonepayPlus 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 also 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

## What to do if you receive unwanted calls or text messages

You may receive unwanted calls or text messages 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 or messages, 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 have a faulty phone

If you have a faulty phone, the action you should take depends on whether you have bought the phone directly from EE, or from another store or service provider. If you bought your phone directly from EE you need to contact EE customer services who will be able to assist you. The solutions that EE can provide will differ from case to case, depending on the type of fault and the reason for it occurring. If you did not buy your phone directly from EE but from another seller please you will need to speak to them directly.

### 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 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
- by textphone: 020 7981 3043 (only works with special equipment used by people who are deaf or hard of hearing)
- in writing to:

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

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.

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