

# Code of practice terms and conditions and important information.

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# Code of practice terms and conditions

## 1. An introduction to our company and our services

- 1.1 We are a company within the Tesco Stores Ltd group that delivers mobile telephone services to customers. Whilst we may not provide all the component parts of our services ourselves we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any problems with their services are promptly resolved.
- 1.2 The purpose of this code of practice is to inform you about our products, services and customer care policies. This code of practice has been prepared in accordance with guidelines published by Ofcom relating to the Communications Act 2003.

## 2. How to contact us

### 2.1 Customer Enquiries:

By phone: 0345 301 4455

(8am – 9pm Monday to Friday; 8am – 8pm Saturday; 10am – 6pm Sunday and Bank Holidays)

Contact Customer Care team.

By letter:

Tesco Mobile, Arlington Business Centre,  
Millshaw Park Lane, Leeds, LS11 0NE

## 3. Our commitment to you

- 3.1 We are committed to providing you with the highest quality of customer service. Our company delivers to you telecommunication services purchased from wholesale provider(s) carefully chosen

by us to ensure that we can offer a quality service to you and we make every reasonable effort to supply the services that satisfy your requirements. We work to all relevant laws and regulations.

## 4. Our product portfolio

- 4.1 Mobile voice and data services
- 4.2 Directory enquiries
- 4.3 Voicemail services
- 4.4 You may purchase our services by calling 0845 600 4411, by purchasing a product in any Tesco Store, or by going to our website: [www.tescomobile.com](http://www.tescomobile.com)

## 5. Marketing

- 5.1 We work to the principles within the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website, [www.cap.org.uk](http://www.cap.org.uk)
- 5.2 Generally we do business on pay-as-you-use basis subject to service terms and conditions, copies of which are available to you on request. If you have any questions on our standard service terms and conditions please phone our Customer Care on 0345 301 4455.
- 5.3 There is no minimum contract for our service and we aim to provide a mobile telephone service immediately upon activation of the mobile when switched on for the first time.

## 6. Cancellations

- 6.1 **Pay As You Go:** You may end your Agreement with us by no longer using the Tesco Mobile phone or by calling Customer Care on 0345 301 4455 and requesting a

disconnection. If you stop using Tesco Mobile or request a disconnection any credit on your account will not be refunded and you may lose your mobile phone number.

- 6.2 **Pay Monthly:** You may end your Agreement with us by calling Customer Care on 0345 301 4455 and requesting a disconnection.

## 7. Repairs

- 7.1 Tesco Mobile offer a 12 month warranty from date of purchase; this may be extended further depending on the manufacturer of your handset – If your mobile handset develops a fault or to enquire if your handset requires repair please call Customer Care on 0345 301 4455.

## 8. Price lists

- 8.1 Please visit our website or contact Customer Care on 0345 301 4455 for price lists for our services.

## 9. Mobile Directory

- 9.1 You may ask us to include your Mobile Phone number in a telephone directory and/or a directory enquiry service. However, you should be aware that, if you request this service your number will be made accessible to companies that compile information for marketing purposes. If you are worried about this, you can prevent it from happening by registering your mobile phone number with the Telephone Preference Service on [www.tpsonline.org.uk](http://www.tpsonline.org.uk). If you want your mobile phone number to be included in a directory and or a directory enquiry service, please contact Customer Services. If you would like to receive a copy of the directory, contact Tesco Mobile Care, who will be able to arrange for a copy to be sent

you and advise you of the charge.

## 10. Billing – Pay as you go

- 10.1 Our provision of service is based on the purchase and topping up of airtime in advance by Voucher, credit/debit card or by e top-up at participating retailers. The usage of the airtime credit is real time as the services are used. It is possible to check the airtime balance of a Tesco Mobile at anytime directly from the handset by dialling the following: \*#10#.
- 10.2 If paper records of your calls or top-ups are required for VAT records or other purposes please call Customer Care on 0345 301 4455.

## 11. Number Porting

- 11.1 Tesco Mobile know that keeping your existing mobile number can be important to you and therefore we will transfer your existing number for you in 1 working day. To initiate a number transfer you will need to have requested and been given a PAC (Porting Authorisation Code) number from you existing network, that you then pass to us.
- 11.2 If you wish to take your Tesco Mobile number to another network, please call our Customer Care on 0345 301 4455 to request the PAC number.

## 12. Complaints

- 12.1 Should you have a complaint about our service please contact Customer Care on 0345 301 4455. See our Code of practice for complaints handling in section 17.

## 13. Statement of social responsibility

- 13.1 We view the problem of malicious calls very seriously and work closely with the police and others within the telephone industry to tackle it. If you are unfortunate enough to receive malicious or nuisance calls, please call Customer Care on 0345 301 4455 to

report them and for information on how to deal with the situation.

- 13.2 We encourage parents to register the mobile on behalf of the minors and take responsibility in customer care enquiries.
- 13.3 We are aware that the mobile can provide access to premium services including adult content through independent companies' text services. We offer the ability to our customers via Customer Care on 0345 301 4455 to restrict the use of premium text services.
- 13.4 We fully support the legislation introduced by the Department for Transport, from the 1st December 2003 banning the use of handheld mobile phones whilst driving and we promote within our stores a wide range of complementary hands-free accessories.
- 13.5 Within our stores we encourage the recycling of old mobile phones with a donation to charity for each handset recycled.

## 14. Services for customers who are older or who may have a disability

- 14.1 We are committed to helping our customers communicate easily. If you have difficulties reading our literature or any other condition that we can support with please [contact us](#).

## 15. Data protection

- 15.1 Tesco Stores Ltd is registered with the Data Protection Agency to hold information necessary to supply services to our customers.

## 16. Useful addresses

- 16.1 Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU. By phone: 0330 440 1614. <http://www.ombudsman-services.org/communications.html>.

## 17. Code of practice for complaints handling

### 17.1 Introduction

We are committed to providing you with the best possible mobile telephony service. However, despite our best efforts things can go wrong and when they do we want to know so that we can put them right as soon as possible.

This code of practice gives information on how to contact Tesco Mobile and the procedures we follow to resolve complaints about sales, charging or general service. This complaints handling code of practice forms part of our communications consumer code of practice, available above, and from Customer Care on 0345 301 4455.

### 17.2 If you have a complaint

Please telephone Customer Care on 0345 301 4455. Our Customer Care Advisors will ask you about the nature of your complaint and seek to resolve the problem while you are on the line. If this is not possible we will agree a course of action with you.

You may also submit your complaint in writing to:

- 17.3 Tesco Mobile, Arlington Business Centre, Millshaw Park Lane, Leeds, LS11 0NE

### 17.4 Contact Customer Care team.

During any discussions we will protect the privacy of the information that we hold on you. We may have to ask you questions to confirm that we are speaking to the right person.

### 17.5 Escalation procedure

Should your complaint not be resolved to your satisfaction following this procedure, the complaint may be escalated within the company.

If you would like take this matter further

you are statutorily entitled to refer your complaint to an alternative dispute resolution scheme. We are a member of Ombudsman Services: Communications, who offer free independent help to sort out disputes. They will tell you whether they can help and if not, they will tell you about any other options that may be available to you.

Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

By phone: 0330 440 1614

[www.ombudsman-services.org/](http://www.ombudsman-services.org/)