

Our Code of Practice

An introduction to Family Mobile and our services

Family Mobile provides mobile telephone services to UK customers in an exclusive partnership between Mobile Partners UK Ltd. and IKEA FAMILY. Our objective is to offer really low mobile prices and a simple, easy-to-use service. There is no contract, no monthly fee and no minimum spend. We have two principal sales channels – the Internet and in IKEA stores, where new customers can register.

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 approved by Ofcom for the purposes of section 2 of the Communications Act 2003.

How to Contact us:

Customer Services:

Telephone (from your Family Mobile handset): 4532

Telephone (from any other phone): 0800 112 4350

Fax: 0871 9896279

Email: needhelp@familymobile.co.uk

Opening hours:

Monday to Friday: 9.00am–8.00 pm

Weekends and bank holidays: 9.00 am–6.00pm

Website: www.familymobile.co.uk

General enquiries:

Family Mobile

Imperial Works House

Perren Street

London

NW5 3ED

Our commitment to you

We are committed to providing you with the highest quality of customer service. Our company delivers to you mobile telecommunication services that re delivered through pre-paid airtime. We make every reasonable effort to supply the services that satisfy your requirements. We work to all relevant laws and regulations.

Our services

Our services include a standard mobile access service that enables customers to make voice calls and send text messages in the UK. Additional services include data services, 3G services, making international calls and Roaming services while you are outside the UK.

Additional information can be found on our website www.familymobile.co.uk, where appropriate contact information can be found depending upon the nature of your enquiry.

Access

Prospective customers can only obtain the service by going to our website www.familymobile.co.uk or by visiting selected IKEA stores in the UK.

Registration for our Pay As You Go services is made by entering your personal details as well as a valid debit card that would be used for payment. You cannot complete registration as a new

customer without reading and accepting our Terms and Conditions (which may change from time to time). If you have any questions on our standard Terms and Conditions, please contact our Customer Services. Registration is also conditional upon your name and address details matching and that the debit card that you register for payment is cleared for payment.

Prices

Please visit our website, where the prices for our standard and other mobile services are clearly visible.

Contract

There is no contract with Family Mobile, nor is there any minimum monthly spend.

Billing

Our provision of service is based on the purchase and topping up of airtime in advance by debit card, either online by logging onto your secure account page on our website www.familymobile.co.uk or by sending a text message. The usage of the airtime credit is real time as the services are used. You can check the airtime balance of your Family Mobile at anytime either online or by sending a text message

If you require paper records of your calls or top-up payments, for VAT records or other purposes, you can print these out from our website.

Standard conditions

The Terms and Conditions of our service are available on our website and you must accept these before services can be activated.

Repairs

If your mobile handset develops a fault then you should contact your handset manufacturer in the first instance. The contact details for the manufacturer are usually found in the User Guide that came with your handset.

Compensation or refunds

There is no general compensation or refund policy. Family Mobile may, at its discretion, decide to compensate or refund customers should we believe that any appropriate refund or compensation is merited.

Code of practice for handling complaints

Introduction

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

If you have a complaint

If you should have cause for complaint about our service, please call Customer service on 4532 from your Family Mobile handset or 0800 112 4350 from any other phone, or send an email to service@familymobile.co.uk

In the event you are not satisfied with our handling of your complaint please send an email with details of your complaint to complaint@familymobile.co.uk. We will try to answer you complaint within five business days.