

Customer Code of Practice

Provision of consumer information

Introduction

This code of practice sets out who we are, what services we offer, how to get those services and how to get in touch with us.

Who we are and what we offer

Now is the brand name of Now PAYG Limited, a company registered in England with its major office at 50 Shad Thames, London SE1 2LY. Our website address is www.nowpayg.co.uk

You can contact our customer services team:

By email: hello@nowpayg.co.uk

By telephone on: **669 using Now (free call if calling from the UK) or 0207 871 7669**

By post: **Now – Customer Services
50 Shad Thames
London
SE1 2LY**

We provide mobile communications services including voice, SMS, MMS, data and video calling services in the UK (provided you have a compatible handset) and voice, SMS, MMS, data and video calling roaming services outside the UK (provided you have a compatible handset and the visited mobile network offers those services).

Apart from communications services, we may also provide mobile content including ringtones that you can access using our services. We do not sell or supply mobile handsets or handset accessories.

How you can get our services, what it costs and how to pay

You can get our services by ordering them on our website, by visiting one of our authorised retailers or by calling our customer services team.

Our services are sold on a prepaid basis. That means that if you want to make a call, send a text or use data you need to make sure that you have sufficient credit to do so.

In addition to our standard prepaid plan we also offer a number of other prepaid plans that offer different rates and/or inclusive minutes and/or texts to selected destinations, and/or data for an initial fee. You can also buy, bundles of inclusive minutes and/or texts to various destinations and/or data to supplement your existing plan (not all plans and bundles and bundles and bundles are compatible with each other. For more information contact our customer services team).

For our current prices or for information on all our plans and bundles you can go to our website which holds the latest information or you can contact our customer services team.

To add credit to your account you can purchase a top-up or electronic voucher or contact our customer services team to purchase a top-up by debit or credit card. We also offer an automated top-up service which, when you record a credit or debit card against your account, automatically purchases a top-up for an amount you set when your account balance falls below a level you determine. To find out more about payment methods and our automated top-up service please contact our customer services team.

Our service is provided using the network of one of the UK's biggest mobile operators. As the service is wireless you will not be able to use it in areas where there is no coverage, including underground and in tunnels. There may also be rare occasions where you are unable to use our services, for example as a result of adverse weather conditions affecting the network in your geographical location or a problem on the radio network, or our network, like a power failure.

If you want any further information, or to report a fault or problem, please contact our customer services team.

Special needs

If you have special needs and wish to discuss your specific telecommunications requirements with us please contact our customer services.

Our terms and conditions

The terms and conditions that apply to the services are available from our website or from our customer services team. Because our terms and conditions may change from time to time your terms and conditions may be different from the version on our website, but our customer services team will always be able to provide you with a copy of the terms and conditions that apply to you.

To cancel your agreement you should let us know that you want it to stop. Alternatively, you can simply stop using the services. Where you cancel and your account is in arrears you are still obliged to pay us these arrears.

Complaints Handling Procedure

We take your complaints seriously and aim to resolve all complaints fairly and within 5 working days. If you want to complain about the service contact our customer services team. Should you require more information you can read our Code of Practice on Complaints Handling and Dispute Resolution.

Refund Policy

If we have overcharged you for the services we will credit your account with the overcharged amount as soon as we become aware of it or as soon as it is reasonably practical for us to do so.

Privacy

We take your privacy seriously and set out the ways in which we collect and handle your personal information in our privacy policy, the most recent version of which is always available on our website.

How to obtain our Codes of Practice

You can obtain a copy of any of our Codes of Practice from our website, or by contacting our customer services team. Should you require a copy in an alternative format such as Braille, large print or as an audio version please contact us and we will endeavour provide you with a copy as quickly as we reasonably can.

Additional Information

We review this Code of Practice regularly and the latest version is always the one we post on our website.