

## **Customer Code of Practice – Complaints Handling and Dispute Resolution**

### **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. It also sets out our procedures for handling complaints and resolving disputes if you have a problem with our services.

### **Who we are and what we offer**

Now is the brand name of Now PAYG Limited, a company registered in England with its principal place of business at 50 Shad Thames, London SE1 2LY. Our website address is [www.nowpayg.co.uk](http://www.nowpayg.co.uk)

You can contact our customer services team:

By email: [hello@nowpayg.co.uk](mailto: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.

### **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, please contact customer services for more information).

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 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.

## **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.

## **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.

In the unlikely event that we are unable to resolve your complaint within 8 weeks, or if we have written to you explaining that we are at “deadlock” you can refer the dispute to the Office of the Telecommunications Ombudsman (“OtelO”). OtelO is an ombudsman service approved by Ofcom that provides a free and independent service that investigates disputes between communications providers like us and domestic and small business customers provided that you have gone through our complaints procedure first and so long as the dispute itself is within OtelO’s remit.

You can contact OtelO:

Through their website: [www.otelo.org.uk](http://www.otelo.org.uk)

By email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

By telephone on: **0330 440 1614, 01925 430 049 or 0845 051 1513**

By post: **OtelO  
PO Box 730  
Warrington  
WA4 6WU**

## **How to obtain this Code of Practice**

You can obtain a copy of our Code 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.

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom’s website at [http://www.ofcom.org.uk/telecoms/ioi/g\\_a\\_regime/gce/ccodes/ccodes.pdf](http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf)