

Complaints Code of Practice

Introduction

Everything Everywhere Limited is the name of the company that runs the Orange, T-Mobile and EE brands in the UK. It has a customer base of 30 million people which is over half of the UK adult population. It is owned as a Joint Venture by Deutsche Telekom and France Telecom (50:50 ownership). EE provides a range of services, including additional services for customers with disabilities, please visit our website for more information. We're required by Ofcom to publish a code of practice containing information on how we deal with complaints and disputes and the options available to you if we can't resolve your complaint within 8 weeks of you first contacting us about it. 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 www.EE.co.uk.

Terms and Conditions

Whether you're a EE 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 ask us for a copy of the terms and conditions that apply to you by contacting us on 150 or you can download a copy from our website.

Complaint handling and alternative dispute resolution procedures

We hope that you'll never have reason to complain about any aspect of our services. However, if there is something you're not happy with you should contact customer services. We'll try and resolve your complaint quickly where we can, but there may be times when it may take a while to sort out. If after contacting us you feel that your complaint has not been dealt with you can ask for it to be escalated to a Team Leader or Manager. If your complaint is still unresolved, you should follow the procedure below.

EE complaints procedure

Step 1 Write to us at the following address:

The Complaint Investigations Team
EE
6 Camberwell Way
Sunderland
Tyne and Wear
SR3 3XN

Don't forget to include:

- A) Your name
- B) Your address
- C) Your EE account number and/or EE telephone number
- D) Details of your complaint
- E) Your resolution requirements
- F) A daytime contact telephone number

Step 2

We'll acknowledge receipt of your letter by sending you a text message on day of receipt.

Step 3

The Complaint Investigations Team will try and contact you within a week of receiving your complaint. If we can't get hold of you by phone we'll write to you.

Where we haven't been able to resolve your complaint within 8 weeks from the date you first contacted us about it, you may be entitled to take the complaint to CISAS which is an independent dispute resolution scheme approved by Ofcom. Please note that CISAS will not consider a complaint until one of the conditions for referral has been met, so do ensure you read the guidelines on their website: www.cisas.org.uk.

You can also get independent advice from the Citizens Advice Bureau, Consumer Advice Centre, Trading Standards Departments or other telecoms user organisations recognised by the Secretary of State. Whilst we're happy to work together with the above independent organisations, if you decide you need their help to resolve your complaint, we would always want you to come to us first, as most problems can be resolved quickly this way.

How to contact us

If you need to contact us you can do so in the following ways:

By phone

- From your EE phone - call 150
- From a UK landline - call 079539 66 250
- If you're abroad - call +44 79539 66 250
- If you've lost your phone or had it stolen - call 079539 66250

By post

Customer Services

EE
6 Camberwell Way
Sunderland
Tyne and Wear
SR3 3XN

Customers with disabilities

If you need to contact EE for whatever reason, you can do so by:

Voice 122 free from your EE phone

From a UK landline - call 079539 66 250

If you're abroad - call +44 79539 66 250

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