



## Orange Code of Practice for Consumer Affairs



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This Code of Practice is published by Orange and has been approved for publication by the Office of Communications (Ofcom). Nothing in this Code of Practice affects your statutory or common law rights and this Code doesn't form part of a contract or collateral contract between Orange and you.

## responsibility

Orange has adopted eight business principles that guide how we do business responsibly wherever we operate, five of which relate to customer service.

- We will deliver quality, value and excellent service to you.
- We will deliver quality and value for money, and always endeavour to put customers first.
- We will follow responsible marketing practices.
- We will make sure that our customers can make informed choices based on honest and straightforward information. We will provide information about health, safety and environmental aspects of our products and services.
- We will protect the confidentiality of information given to us by our customers in keeping with relevant laws.

This Code of Practice reflects the Orange commitment to ensuring that our customers receive the best possible service at all times and responses to queries are dealt with quickly and fairly. The Code explains the communications services offered by Orange and tells you how and where to get help and advice.

The Code also gives guidance in cases of complaints or disputes and includes an explanation of adjudication arrangements that provide a free, convenient and effective way of resolving disputes that can't be resolved between the customer and Orange.

Further details on Orange's business principles can be found at [www.orange.com/responsibility](http://www.orange.com/responsibility)

## provision of Orange services

Orange provides a range of voice, messaging and information services that can be bought either directly from Orange or from an authorised Orange dealer or stockist.

The Orange service in the UK is provided by more than 10,000 transmitter stations and exchanges, which form the Orange wirefree network covering more than 99% of the UK population.

When a mobile phone is switched on, it searches for the nearest transmitter and locks on to it. Because mobile phones use radio waves, call quality can sometimes be affected by local

physical conditions such as tunnels, dips, cuttings or wooded areas that may interfere with the radio signals.

The coverage and capability of the Orange wirefree network is constantly being improved. The Orange coverage map is as accurate as possible and coverage detail may be limited by scale. You can get more information about our network coverage from the Orange Guide Line by calling 170 from your Orange phone or by visiting [www.orange.co.uk/coverage](http://www.orange.co.uk/coverage).

### billing for Orange services

Orange will send you a bill for the services you use. Pay monthly customers will receive a printed itemised bill each month, free of charge. This bill should be paid when you get it. If you have any queries about your bill or about payment methods, call Customer Services Billing Enquiries on 152 from your Orange phone (or 07973 100152 from any other phone) and choose option 2 for billing.

Pay as you go customers will be charged for usage on a call by call basis. You can receive an itemised bill if you write it to request it. If you have any queries about your bill or methods for topping up your phone, call 451 from your Orange phone (or 07973 100451 from any other phone). You can get help 24 hours a day all through the year.

### deposits and connections

If you pay monthly, we may ask you for a refundable deposit before connecting you. This deposit will be held for 12 months and is returnable when you've returned the SIM card and paid any money you owe us. We reserve the right to use all or part of the deposit to cover any outstanding debt. No interest is payable on this deposit.

Your customer agreement runs for a minimum of 12 months from the time you connect (this excludes Pay as you go). We can terminate the agreement at any time, in whole or in part, if you don't pass any reasonable credit checks, or if you don't pay us money you owe by the date it's due. We may also terminate the agreement if you breach any of the Terms and Conditions in your phone User Guide and you fail to rectify that breach when asked. We will write to you to tell you if we are going to terminate your agreement.

### keeping information about you confidential

Orange and authorised Orange dealers and stockists hold customers' personal information in strict confidence.

All employees observe a code of practice that regulates the disclosure of information about customers that they might gain as part of doing normal business with you.

### Orange Customer Services

We operate a Customer Services helpline on 150 (451 if you pay as you go) from your Orange phone or 07973 100150 from any other phone. To help you find your way when using the system, there are a number of options from which you can choose but you can select option 6 at any time to speak to us.

### incoming calls from other network operators

You can receive calls on your Orange phone from the customers of other UK communications providers (such as those operated by BT, O2, T-Mobile, Vodafone) or from overseas network operators. Charges for these calls are the responsibility of the caller and are therefore outside the terms of this Code.

However, not all charges are the responsibility of the caller, when you are using your mobile phone abroad. As with all mobile networks, customers do have to pay for the international part of any call they receive when they're abroad. Some partner networks might charge you to receive calls or text messages on their network.

## how to complain

If you want to make a complaint, firstly you should call Customer Services and speak to us to discuss any problems you may have. In most cases your query will be answered immediately. If you have a difficulty that is not resolved to your satisfaction, please ask to discuss it with one of our Customer Services Managers.

If you pay monthly, please call 150 from an Orange phone (or 07973 100150 from any other phone). If you pay as you go, please call 451 (or 07973 100451 from any other phone).

## adjudication

Orange is committed to resolving any difficulty quickly and amicably. However, if we can't reach an agreement, there is a special independent adjudication scheme that Orange (in conjunction with other leading communications providers) has arranged with the Chartered Institute of Arbitrators. This gives you a fast, free and impartial resolution to any dispute that does not involve a complicated issue of law or a sum of money of more than £5,000.

We are obliged to comply with any decision that the independent adjudicator makes. However, if you're still not satisfied with the outcome, you can refer your case to the Courts.

You can get a guide to Orange's dispute resolution procedures online at [www.arbitrators.org/cisas](http://www.arbitrators.org/cisas). Alternatively, you can get a copy of this guide by calling Orange Customer Services. You can also obtain this guide in Braille or large print if you would like it.

## your phone number

Calling line identity: When you make a call from your Orange phone, your number will normally be displayed on the phone of the person you have called. If you don't want this to happen, insert 141 in front of the number you are dialling when you make a call. If you don't want your number ever to appear, please let us know in writing. For more information about this, call Orange Guideline on 170.

## keeping your number when you change network

If you are transferring your account from another network to Orange or moving to another network from Orange, you can keep your original phone number. If you would like to know more about this service, please speak to an authorised Orange dealer or call us.

## directory enquiries

We will enter your Orange number in directories. If you would prefer it if your number didn't appear in them, please let us know in writing.

## protection of children

Orange, along with other UK mobile operators is developing a code of practice to address issues arising from new forms of content-based services on mobile phones. It is intended that this code will include an independent classification, which will lead to commercial content being rated in a consistent manner. The code will also encourage the establishment of parental control tools, to help parents and carers to prevent children from accessing

inappropriate content or services. We will give you information and advice on the services and procedures available to combat illegal or offensive content.

## useful addresses

If you would like any more information or explanation of Orange services, you can write to any of the following addresses:

Orange Personal Communications Services Limited  
PO Box 10  
Patchway  
Bristol  
BS32 4BQ

The Office of Communications (Ofcom)  
Riverside House  
2a Southwark Bridge  
London  
SE1 9HA

[www.ofcom.org.uk](http://www.ofcom.org.uk)

The Chartered Institute of Arbitrators  
International Arbitration Centre  
12 Bloomsbury Square  
London  
WC1A 2LP

[www.arbitrators.org/cisas](http://www.arbitrators.org/cisas)

The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS)  
4<sup>th</sup> Floor Clove Building  
4 Maguire Street  
London  
SE1 2NQ

[www.icstis.org.uk](http://www.icstis.org.uk)

You can ask for copies of this Code of Practice are available in alternative formats including Braille, large print and audio tape. To request, pay monthly customers should call 150 from an Orange phone (or 07973 100150 from any other phone). Pay as you go customers should call 451 (or 07973 100451 from any other phone).