



**ACN EUROPEAN SERVICES LIMITED**

**CODE OF PRACTICE**



## ACN EUROPEAN SERVICES LIMITED

### CODE OF PRACTICE (“Code”)

#### INTRODUCTION

This Code is currently in force and has been prepared and published following the Guidelines issued by the Office of Communications (“Ofcom”), the independent regulator and competition authority for the UK communications industries.

ACN is committed to reviewing on a regular basis its systems, procedures and documentations, including this Code, to ensure compliance with the existing requirements. This Code is published on ACN’s websites and can be provided free of charge by contacting ACN Customer Service (see “**Useful Contacts**” section of this Code).

This Code provides:

- An introduction to ACN Services Limited (also referred to as “**ACN**”, “**Us**” , “**Our**” or “**We**” in this Code);
- Information on the services We offer to Our customers (also referred to as “**You**” or “**Your**” in this Code);
- General Information on the additional services provided to You by ACN when You subscribe to Our services;
- Accessibility Information;
- Information on Our complaint handling procedure (“**Complaints Code**”); and
- Useful contact details – how to contact Us, as well as alternative dispute resolution and telecommunications regulatory bodies in the UK.



## **ABOUT ACN EUROPEAN SERVICES LIMITED**

ACN European Services Limited is a company duly incorporated under the laws of England and Wales with its registered office address at 7 Albemarle Street, London W1S 4HQ, United Kingdom.

ACN is a wholly owned subsidiary of ACN, Inc., located in the United States. The ACN Group is a large direct selling telecommunications company with operations in North and Latin America, Europe and Asia and the Pacific. “**ACN Group**” means all legal persons under common ownership with ACN European Services Limited.

In the United Kingdom, We currently provide Carrier Pre-selection Services (“**CPS**”), Line Rental (“**WLR**”) Services, Digital Phone Services (“**DPS**”) and 4G (fourth generation) Mobile SIM Services under the trademark JOi, incorporating mobile internet voice, text and data services mainly to residential but also to small business customers in certain circumstances. Please, see the relevant Standard Terms and Conditions for Your chosen product or service for additional information.

## **OUR COMMUNICATIONS WITH YOU**

We communicate with You in a variety of ways. Please, note that We adhere to all applicable data protection rules in the course of Our communications with You.

You will occasionally receive “update information” together with Your monthly bill. This is specific news relevant to the product or service that You currently receive from Us or information about major promotions or announcements.

Our current Standard Terms and Conditions and the Price Lists, as well as the latest information on Our Services are all available on Our websites.

## **CUSTOMER CONFIDENTIALITY**

We have a [Privacy Policy](#) that describes how We collect and process information provided by You, Your right to limit Our processing of Your information, and Your right to access, correct, and delete the information that We hold.

Additional details about Our use of Your information can be found in the relevant Standard Terms and Conditions, as well as in Our [Privacy Policy](#), a copy of which is always available on Our websites. We will only use Your personal information in accordance with Our [Privacy Policy](#), the relevant Standard Terms and Conditions, and UK data protection and privacy legislation.

ACN European Services Ltd.

Registered Office Address: 7 Albemarle Street, London W1S 4HQ, United Kingdom

Companies House: 3650246, VAT Reg.No: GB 726 3625 33



## COMPLIANCE

We have a number of legal obligations found in various pieces of UK legislation, including telecommunications regulations, marketing rules and consumer codes. We have an internal Legal department (based in Amsterdam, The Netherlands) and strong links to external counsel in the UK in order to ensure that We remain up to date with new developments in the law and regulation in the UK and that the necessary steps are taken to ensure compliance.

We are also a member of the Direct Selling Association in the UK and as such, We comply with the [DSA Code of Practice for Consumers](#), which may be accessed from our websites.

If You have any questions regarding this Code or You believe that any of the principles laid down in this Code have not been complied with, then, please, contact Our Legal department directly.

### **By Post:**

Legal Department  
ACN Europe B.V.  
Adam Smith Building  
Thomas R. Malthusstraat 1-3  
1066 JR Amsterdam  
The Netherlands

### **By e-mail:**

[amsterdam.Legal@acneuro.com](mailto:amsterdam.Legal@acneuro.com)

## TERMS AND CONDITIONS

For all Our Services, You will be asked to read and agree to the Standard Terms and Conditions relevant for Your chosen service prior to submitting Your Order. If Your chosen service has a minimum term, You are expected to pay any outstanding sums owed to the end of the minimum term of the contract. We reserve the right to terminate the service if You fail to pay for Your Service or otherwise breach Our Standard Terms and Conditions. A copy of Our latest Standard Terms and Conditions will be sent to You when You complete Your order and can always be viewed on our websites.

## NUMBER PORTABILITY

If You are a new customer to ACN, You may want to transfer Your existing fixed or mobile telephone number to Us.

To port Your existing fixed telephone number to Us, simply provide the details requested during the ordering process and agree to the authorizations, which provide Us with a mandate to port Your telephone number.

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To port Your mobile number to Us, You will need to contact Your old service provider and ask for a Porting Authorization Code (“**PAC**”). Your old service provider must give you the PAC, or a reason it cannot be issued, within 2 hours of Your request. Usually Your old service provider will be able to provide Your PAC over the phone or by SMS, and may also follow this up in writing. Once You have Your PAC You need to provide it to Us before We can move Your number to Us. See Our website for additional information.

Remember that if You port Your number (telephone or mobile) to Us during a minimum initial term of contract with Your old provider, You may be liable for payments under that contract.

If You are an ACN customer and You want to transfer Your mobile number to another service provider, You may call Us to request Your PAC. You can also submit the request through Your MyJOi account. Your PAC will be valid for 30 calendar days. You will need to give Your PAC to Your new service provider to port Your mobile number to that network. If You do not use Your PAC within those 30 days, You will continue to receive and be charged for services from Us.

## **RETURNS POLICIES**

You may change your mind within 14 days after conclusion of the agreement (“**Withdrawal Period**”). Please, see the relevant Standard Terms and Conditions for Your chosen product or service for additional information and contact Customer Service to follow the appropriate returns procedure for Your chosen product or service.

Please, keep in mind that You may be charged if You have used any services during the 14 day return period. You may also be charged for any damaged or missing accessories or if Your purchase is not in condition to resell.

## **NETWORK RELIABILITY**

ACN will use reasonable care to provide continuous, high-quality service to You. However, we rely on other network providers to provide Our services to You. Events beyond Our or Our network providers’ control, such as network failures or congestion by other telecommunications providers, power outages, severe weather, governmental or labor actions, and acts of God, may prevent us from providing the services to You or affect service quality.

There can also be instances where the service is interrupted for short periods while essential maintenance is carried out. We and Our network providers will try to keep these



periods at a minimum. Where possible, We will notify You of maintenance activities that may impact You in advance.

## **EMERGENCY SERVICES**

You can make free calls to emergency service numbers such as 112 and 999 using Your CPS, WLR or DPS service. However, remember that for DPS access to emergency service numbers may be subject to technical limitations that may not apply to fixed line telephones. For example, calls to emergency service numbers may fail if your Internet connection is unavailable or if there is a power outage.

Emergency services operators may not be able to locate You automatically if You call them using Your DPS at a location other than the one provided to ACN. If You choose to use DPS at a different location, You must always update your location information with ACN. If You do not update your location, the information provided to the emergency service operators by ACN may be incorrect.

Calls to emergency service numbers via the ACN Companion App may not be available due to network restrictions. In these cases, calls to emergency service numbers should be made using your network operator's service.

For mobile services, when You are outside of the network coverage area, Your mobile phone will try to locate another mobile network so that You can make emergency calls. Emergency service calls cannot be made using Skype service on Your mobile.

Please, see the Standard Terms and Conditions relevant to Your service for additional information on access to emergency services.

## **ACCESSIBILITY**

ACN is committed to ensuring that all Our customers benefit from Our products and services. A list of services available to disabled customers is provided below.

### **General Information and Services for Disabled Customers:**

#### Large Print

All public information and documents regarding your chosen ACN Product or Service can be found online. If You have a visual impairment, You can make the font size larger in order to more easily view this information online.

#### Having Someone Else Manage Your Account

You can have a friend or relative manage Your account on Your behalf in the self-care sections on the ACN websites.

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### Fault Assessment Service

Please, contact Us if You believe your purchased Product or Service is faulty and We will talk You through the options available to try and help You get it fixed.

### 195 directory enquiries for disabled customers

If You are unable to use a written directory, You may be able to use free directory enquiries service on 195.

Before You can use it You will need to register for 195 directory enquiries. You need to fill out a simple application form to register and You can call BT at 0800 587 0195 to ask for Your form. As well as filling out details about yourself, You will also need someone like a doctor, nurse or other medical practitioner who is aware of Your disability to countersign the form before You send it off.

You can use this service whether or not BT is Your telephone provider. You will not be charged for calling 195 and You can request multiple searches for UK residential and business listings. If You ask the operator to connect You, once You are connected, Your call will be charged at the standard rate for Your price plan, or it will come out of any available bundle from Your chosen price plan. See Our Pricing Guide for additional details on directory enquiry services.

### Text Relay

Text relay service is available to customers who need to make calls in which some or all of the call is made or received in text format. Text relay facilitates real time conversation between a voice and text phone user. Calls are connected to an operator equipped with voice and text phone devices which enable the provision of a translation service to or from callers whose conversations originate in either text or voice.

The text direct access prefixes are:

- 18000 for Text to Emergency Services;
- 18001 for Text to Voice; and
- 18002 for Voice to Text.

In order to be eligible for this service, You must first register at [www.textrelay.org](http://www.textrelay.org). This site also provides additional information about this service.

### **Mobile Specific Information and Services for Disabled Customers:**

#### Ofcom Easy Read Guide on How to use Your mobile phone

Ofcom, the communications regulator, has published a guide on how to use a mobile phone, designed to be easily understood by people with learning difficulties. It offers



advice on how to get the most out of Your mobile phone and how much it could cost. It gives useful information, in a clear and simple way, on:

- The different types of phones available;
- The possible cost of mobile phone calls and ways to pay;
- Services which are free for disabled customers that could help you; and
- What to do if something goes wrong.

You can read this Guide by clicking here:

[Ofcom Easy Read Guide on How to use Your mobile phone](#)

### Emergency SMS

Customers who have difficulties hearing or are speech impaired and who need emergency assistance can send an SMS to 999 or the European emergency service, 112. The text will then be converted and passed to the appropriate emergency service.

You will need to register Your phone before using this service. See [www.emergencysms.org.uk](http://www.emergencysms.org.uk) for more information on how to register.

## **CUSTOMER COMPLAINTS CODE**

As required by Ofcom's Approved Code of Practice, this code sets out the procedures for handling and resolving customers' complaints and disputes.

Customer satisfaction is Our primary goal. We have implemented various procedures and processes to maintain the highest possible quality in the provision of customer services. These procedures and processes include regular internal audits, preventative and corrective procedures, provisioning processes, billing processes, complaint procedures, customer satisfaction surveys and continuing staff training.

### **Making a Complaint**

If You want to make a complaint, please, contact Us using any of the methods provided in the **"Useful Contacts"** section at the end of this Code.

Should You lodge a complaint, to ensure Your complaint is resolved as quickly as possible, please, provide Us with sufficient details including:

- The main details of Your complaint;
- Your account number with ACN; and
- Your name, telephone number, e-mail and postal address, as applicable.

If We require further information from You, We will promptly contact You.





## Resolving Your Complaint

We have developed an internal escalation process for dealing with customer complaints. Our goal is to investigate and resolve complaints within 10 to 15 days, depending on the complexity of the complaint, unless that is not reasonably possible.

Should You not be satisfied with how Your initial complaint has been handled, Our Customer Service agent can escalate Your complaint to a Customer Service manager.

In the event that We are unable to resolve Your complaint satisfactorily within 8 weeks from receipt of Your complaint due to extenuating circumstances, We may issue You with a letter of “**Deadlock**” enabling You to potentially make a complaint through Ombudsman Services: Communications ([www.os-communications.org](http://www.os-communications.org)), an independent Alternative Dispute Resolution scheme. A deadlock arises when We believe We have done everything We can to address Your complaint but cannot reach an agreement with You.

You may also request a letter of Deadlock from Us if all opportunities of resolution have been exhausted, or You may contact the Ombudsman directly if 8 weeks have elapsed since Your initial complaint.

The Ombudsman will take evidence from both You and Us and will make an independent decision based purely on the merits of the case.

The full contact details of the Ombudsman can be found in the “**Useful Contacts**” section at the end of this Code.



## USEFUL CONTACTS

### ACN European Services Limited (ACN)

We strive to provide excellent customer service. Contacting Us couldn't be simpler. You can get in touch with Us online (email, webform and chat on some websites), as well as by phone or sending Us a letter.

*Contact details:*

P.O. Box 427  
Hounslow TW4 6DR

*Telephone numbers:*

|               |                                                                                                                                        |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------|
| CPS/WLR       | 0203 608 5050                                                                                                                          |
| DPS           | 0203 608 5051                                                                                                                          |
| JOi Services* | 0121 227 4400 or 121 from the JOi network<br>(Monday to Friday from 7.30am to 6.00pm)<br>* JOi Services include the JOi Mobile Service |
| Fax:          | 0207 949 0275                                                                                                                          |

*E-mail:* [cs.uk@acneuro.com](mailto:cs.uk@acneuro.com)  
[uk.digital@myacn.eu](mailto:uk.digital@myacn.eu)  
[support@joitelecom.co.uk](mailto:support@joitelecom.co.uk)

*Website:* [acneuro.co.uk](http://acneuro.co.uk)  
[myacn.eu/GB\\_EN/](http://myacn.eu/GB_EN/)  
[joitelecom.co.uk](http://joitelecom.co.uk)

### Office of Communications (“Ofcom”)

Ofcom is the independent UK regulator for the communications industries with responsibilities for the TV and radio sectors, fixed line and mobile telecommunications, postal services, plus the airwaves over which wireless devices operate.

*Contact details:*

Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

*Telephone numbers:* 0300 123 3333 or 0207 981 3040  
(Monday to Friday from 9.00am to 5.00pm)  
*Switchboard:* 0300 123 3000 or 0207 981 3000

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Fax: 0207 981 3333  
Textphone: 0207 981 3043  
(please, note that this number only works with special equipment used by people who are deaf or hard of hearing)

Website: [www.ofcom.org.uk/contact-us/](http://www.ofcom.org.uk/contact-us/)

### **Ombudsman Services: Communications (“Ombudsman”)**

The Ombudsman is an independent organization dedicated to sorting out disputes between customers and providers approved by Ofcom. Please, note the Ombudsman will only consider complaints which are over 8 weeks old or if there is a deadlock situation.

#### *Contact details:*

PO Box 730  
Warrington  
WA4 6WU

Telephone numbers: 0330 440 1614  
(Monday to Friday from 9.00am to 5.00pm)

Fax: 0330 440 1615  
Textphone: 0330 440 1600

E-mail: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Website: [www.ombudsman-services.org/contact-us-communications.html](http://www.ombudsman-services.org/contact-us-communications.html)

### **Citizens Advice Bureau**

The Citizens Advice Bureau is a charitable organization which aims to provide advice to everyone on their rights and responsibilities and to help improve the policies and practices that affect people's lives.

To contact the nearest office to You, please, check this website:

[www.citizensadvice.org.uk/index/contact\\_us.htm](http://www.citizensadvice.org.uk/index/contact_us.htm)

### **UK Direct Selling Association (“DSA”)**

The DSA is the recognized trade association for the direct selling channel of distribution. The DSA promotes a better understanding of Direct Selling in an open and transparent manner.

In addition to obtaining the DSA’s Consumer Code of Practice on ACN’s website, You can also access this on the DSA website at [dsa.org.uk](http://dsa.org.uk)

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*Contact details:*

Direct Selling Association  
Enterprise House  
30 Billing Road  
Northampton  
NN1 5DQ

Telephone number: 0160 462 5700

E-mail: [dsaoffice@dsa.org.uk](mailto:dsaoffice@dsa.org.uk)

Website: [dsa.org.uk](http://dsa.org.uk)

**Online Dispute Resolution (“ODR”) Platform**

If You purchased Your product or service online, You may also be able to use the ODR platform managed by the European Commission, also available in all EU languages, to resolve your dispute.

*Contact details:*

**National contact point - United Kingdom**

ODR Contact Point for the United Kingdom  
1 Sylvan Court  
Sylvan Way, Southfields Business Park, Basildon  
SS15 6TH Essex  
United Kingdom

Telephone number: 0345 608 9579

Fax: 0126 858 2225

E-mail: [odr@tsi.org.uk](mailto:odr@tsi.org.uk)

Website: [ec.europa.eu/odr/](http://ec.europa.eu/odr/)