

# SMARTY

## Code of Practice

Here you'll find general information about us, the services we offer, and how to get in touch with us.

# In this code of practice we tell you about your rights as a UK mobile customer as well as your responsibilities when joining us and we explain our commitment to you as a customer.

We aim to deliver the highest standards of service possible. One of the main reasons for publishing this code is to assure you of our good intentions and explain what you can expect from us. Legally, we're also obliged to provide certain information to meet the requirements of the communications regulator, Ofcom.

We've tried to make this code as clear as possible. If it's not, get in touch and we'll be happy to run through things with you. This code of practice is available on our website and on request by contacting us. Copies are also available in alternative formats, such as Braille.

We also produce supplementary codes on specific services and other mobile issues. If you want a copy of these or more general information please visit [smarty.co.uk/terms](http://smarty.co.uk/terms).

## Who we are and what we offer

SMARTY is a trading name of Hutchison 3G UK Limited. We're a UK mobile virtual network operator that uses the Three network, and our head office is in Maidenhead.

We provide 3G (third generation) and 4G (fourth generation) mobile communications, incorporating mobile internet, voice, text and data services.

## Our Commitment to you

### Customer Services

We're always looking for ways to improve however, if you feel we are not achieving this, please contact us. We aim to deliver a service that you use, enjoy and value. That's why we provide clear, concise answers to questions, publish information that's relevant and easy to understand, and respond quickly to complaints while putting you in control of your account at [smarty.co.uk](http://smarty.co.uk).

To get in contact with us, there are the following options:

### Online form or webchat

You can contact us by completing the contact form at [smarty.co.uk/contact](http://smarty.co.uk/contact) or by chatting to an advisor using our webchat service - just click on "Live Chat".

### By post

SMARTY Customer Services  
Star House  
20 Grenfell Road  
Maidenhead  
SL6 1EH

### Ways to join us

We're an online only service so you can join SMARTY by visiting [smarty.co.uk](http://smarty.co.uk).

### Price Plans and ways to pay

We offer a SIM-only, pay upfront deal. So there's no minimum contract and no monthly bills to worry about.

There are three plans to choose from (Small, Medium and Large) and you can switch between these monthly.

All plans include unlimited calls and texts. Unlimited calls include: standard UK landlines (starting 01, 02 and 03), freephone numbers (starting 080) and standard UK Mobiles (starting 07).

Each plan lasts a calendar month. If you don't use all of your data within this time we'll provide you with an automatic discount against your next plan, based on what you haven't used (minus a basic charge of £5).

The table below shows you how we work this out and for more information, take a look at [smarty.co.uk/discount](http://smarty.co.uk/discount).

Discount	Included data	Price	Service Charge	Maximum discount	Discount per unused GB
Small	2GB	£7.50	£5.00	£2.50	£1.25
Medium	4GB	£10.00	£5.00	£5.00	£1.25
Large	8GB	£15.00	£5.00	£10.00	£1.25

If you run out of data you can buy an add-on - this won't expire until you have used all of the data.

For calls that aren't included in your plan you can buy a cash add-on. This also won't expire until you've used it all. The type of calls you can make with this credit are numbers starting with 084 or 087 and non-emergency numbers, like 101. There are some services that are not available with SMARTY at the moment. These are international numbers, roaming abroad and premium numbers (starting with 09).

To buy an add-on and for further details on how it all works visit [smarty.co.uk](http://smarty.co.uk).

At the moment SMARTY can only be used in the UK.

### **Number Portability:**

If you want to move your existing mobile phone number to us you'll need to do the following:

1. Contact your old service provider and ask for a PAC (Port Authorisation Code). They must give you the PAC, or a reason why it cannot be issued, within 2 hours of your request. Usually they will be able to provide your PAC over the phone or by SMS, and may also follow this up in writing.
2. Once you have your PAC, you'll need to give it to us before we can move your number over. Log in to [smarty.co.uk](https://www.smarty.co.uk) and enter your PAC and mobile number into the 'Transfer your number' form. Your PAC is valid for a period of 30 calendar days and your request must be submitted to us within this time. If you don't give us your PAC within that time, you'll need to ask your old service provider for a new one.
3. If you ask for your number to be moved before 5pm Monday-Friday (excluding bank holidays), it should be moved during the next working day. If you ask to move your number outside of these times, we'll process your request ASAP on the next working day, and let you know when your number will be moved over.

Remember, if you transfer your number while you're still in the minimum term of your contract with your old provider, you might be liable for payments under that contract. However, you are entitled to request and receive your PAC at any time regardless of any payments that may be due to your provider under your contract.

If you are a SMARTY customer and you want to move your number to another service provider, go to [smarty.co.uk](https://www.smarty.co.uk) to get your PAC code. It will be valid for 30 calendar days. You'll need to give your PAC to your new service provider to move your number to that network. If you don't use your PAC within those 30 days, your account with us will remain active.

### **Keeping you up to date**

We want to keep notifications to a minimum, but you can change your preferences at any time by accessing your account online.

We'll send you a text and perhaps an email when there's something you need to do. We'll send you a monthly email that tells you how much discount you'll get on your next plan purchase and how much add-on credit you have left.

### **Your privacy**

We'll only use your personal information in accordance with our Privacy Policy and relevant UK data protection and privacy legislation. You'll find our Privacy Policy at [smarty.co.uk/terms](https://www.smarty.co.uk/terms).

By agreeing to the terms of our Privacy Policy, you give us permission to collect information about how, when, and where you use our services. With your consent, we may contact you occasionally for marketing purposes (see the section called 'Keeping you up to date') and share your information with selected third parties. If we collect sensitive information, we'll ask your permission before sharing it.

Subject to your preferences, and only where you have given us permission, we may enter your name, address and telephone number in a publicly available directory enquiry service and directories operated by us or by a licensed third party operator such as BT.

For further information, or answers to queries, please send an email to [dpa@smarty.co.uk](mailto:dpa@smarty.co.uk) or write to:

DPA Officer  
SMARTY  
Star House  
20 Grenfell Road  
Maidenhead  
SL6 1EH

### **Lost and stolen SIM cards**

Visit [smarty.co.uk](https://www.smarty.co.uk) if your SIM has been lost or stolen. We'll protect your account from misuse, help you sort out a replacement, and get you back up and running ASAP.

### **Our Network reliability**

The network may cease to function if there is a power cut or failure that affects the mobile network. These failures may be caused by reasons outside of our control. There can also be instances where service has to be stopped for a short period while essential maintenance is carried out. We try to keep these periods as infrequent and brief as possible, and will let you know if we think you'll be affected.

### **Emergency Services**

You can make free calls to emergency services from your SMARTY mobile. When you're outside of coverage on our network, your phone will try to locate another mobile network. If you're using a voice-over IP service, such as Skype, you might be able to make an Emergency service call but please your location won't be shared with the Emergency Services in this instance.

### **Terms and Conditions**

It's important to read and agree to stick to our T's & C's – available at [smarty.co.uk/terms](https://www.smarty.co.uk/terms). We reserve the right to terminate services at any time, if you breach any of the terms.

### **About this code**

We review and update this code regularly to make sure that it meets current requirements. If you've got a question about our compliance with this code, please write to:

Compliance @ SMARTY  
Star House  
20 Grenfell Road  
Maidenhead  
SL6 1EH

Or email your question to [compliance@smarty.co.uk](mailto:compliance@smarty.co.uk)