

## Airtel-Vodafone Consumer Code of Practice

### This Code of Practice aims to:

- Provide information about the products and services we offer.
- Provide information on how to contact us.
- Explain the process of registering a complaint, how we will resolve it and what you should do if you are not satisfied with our response.
- Explain the payment options we offer.
- Outline our returns and repairs policy.
- Explain Mobile Broadband and provide useful tips to surf safely and protect yourself whilst using the internet.
- Explain how we can help in protecting our customers from unwanted calls and texts.
- Outline our approach to Corporate Social Responsibility and protecting the Environment.
- Provide further information on the health and safety research into the use of mobile phones.

### About us:

- Our Customer Service.
- How to contact us.
- Our Services.
- Customer complaints
- Convenient Payment Options
- Mobile Number Portability
- Airtel-Vodafone Returns and Repairs Policy
- Mobile Broadband
- Surfing Safely
- Protecting Our Customers
- Corporate Social Responsibility
- Mobile Phones & Your Health
- Amendments to Customer Code of Practice

### About Airtel-Vodafone - Who are we?

Airtel-Vodafone is a unique partnership between two of the world's leading telecoms companies that have come together to provide competition, innovation and best value to the Channel Islands mobile market.

Airtel-Vodafone is owned by the Bharti Group; and its arm Bharti Airtel Limited is India's leading mobile company with an aggregate of over 200 million customers. Bharti Enterprises is one of India's leading business groups with operations in over 21 countries across the globe and interests in telecom, financial

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services, retail, fresh and processed foods, and real estate. For more details on Bharti Enterprises please visit [www.bharti.com](http://www.bharti.com).

Airtel-Vodafone is the chosen partner for the Channel Islands for global market leader Vodafone. Through our partnership with Vodafone we provide our Channel Island customers with access to Vodafone's leading portfolio of products, services as well extensive and cost effective roaming arrangements across the world.

## **Our partnerships**

We have strong relationships with some of the world's leading companies like Nokia, IBM and many more. These partnerships, in addition to our relationship with Vodafone, enable us to offer leading edge and cost effective products and services.

## **Our innovations**

We want to change the way Jersey and Guernsey communicates by offering innovations that not only add value to people's lives but also deliver an unmatched customer experience. Our mission "To be the market leader in communicating to people through fresh and innovative mobile communication services which enhance the quality of life and productivity of business across the Channel Islands".

One Network – We operate one network across the Channel Islands, offering the same products and services in both the Bailiwicks of Jersey and Guernsey. All of our network is 3G and 4G enabled allowing us to offer UMTS voice/data and advanced 4G data services to all of our customers. We have retained 2G network but it is primarily for GPRS use.

## **Our Services**

We offer a number of mobile telecommunication services these include, but are not limited to:

- Mobile phone voice communication (for Pay As You Go & Post-Paid contracts).
- Text messaging (SMS) (for Pay As You Go & Post-Paid Contracts).
- Mobile phone video calling (for Pay As You Go & Post-Paid Contracts).
- GPRS Data services (for Pay As You Go & Post-Paid Contracts).
- 3G and 4G Data services (for Pay As You Go & Post-Paid Contracts).
- International Roaming mobile communication (for Pay As You Go & Post-Paid Contracts).

We aim to have completed provisioning of services within 48 hours of the customer completing their request for service.

## **Mobile Number Portability**

From 1st December 2008, if you have a mobile phone on a different network and want to change to Airtel-Vodafone, you can keep your mobile number when you transfer. This is known as 'mobile number

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portability'. During this process you don't lose service at all. If you are a contract customer, you will need to take out a new 1 month minimum contract (a minimum contract does not apply to pre-pay customers).

To transfer your number, visit one of our shops and complete the mobile number portability porting form. Our retail shop staff will explain the transfer process to you and we will process your request and aim to port your number to the Airtel-Vodafone network within 2 working days.

## **Our Customer Service**

We pride ourselves on our customer service. We are always willing to answer any questions you may have and help where we can to ensure your mobile phone is working properly and provide you with the optimum level of service.

We believe that customers should be at the forefront of everything we do. A company is not just defined by the services or products it offers but also by the people that represent it. That is why we believe that the people we employ represent the best not only in knowledge but also hold the belief that for the business to be successful the customer must come first.

We commit to: -

- Respond to customer enquiries in a professional, courteous and prompt manner, using only staff who are based in the Channel Islands.
- Respect customer confidentiality.
- Ensure all our products/ services, charges, bills and marketing materials are clear and simple to understand.
- Give extra peace of mind by offering a no quibble 14 day refund/ exchange policy for goods or services that fail to meet your expectations, provided they are returned complete and in new condition, but this excludes SIM only and opened Top-Up Vouchers.

## **How to Contact Us**

You can contact us via our local Call Centre between the following hours:

- Monday – Friday 07.00 till 19:00.
- Saturday 09:00 till 17:30.
- Sundays and Bank Holidays will be closed.
- Please note outside these hours you can leave a voicemail for us and we will respond to you when the call centre reopens.
- For Airtel-Vodafone customers, please dial: 121 from your mobile handset. This is free when calling from your Airtel-Vodafone mobile.
- If calling from any other local mobile or landline number in the Channel Islands or the UK, please dial: 07829 700121 or 01534 520121. Please note normal call charges will apply.

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- From international destinations, please dial +44 7829 700121 or +44 1534 520121. Again, normal call charges will apply.
- We can also be contacted via our website: [www.airtel-vodafone.com](http://www.airtel-vodafone.com).

Alternatively, you may email us directly via the below email addresses (please address your email for the attention of the Customer Services Manager:

- [121@airtel-vodafone.com](mailto:121@airtel-vodafone.com)

If you wish to write to us, please address your letter for the attention of the Customer Services Manager and send it to the following address:

Airtel-Vodafone  
1<sup>st</sup> Floor, Le Masurier House  
La Rue Le Masurier  
Jersey  
JE2 4YE

If you'd like to talk to us face to face, you can visit any of our stores: -

Airtel-Vodafone  
6, New Street  
St Helier  
Jersey

Airtel-Vodafone  
45, High Street  
St Peter Port  
Guernsey

The stores are open from 9.00am to 5.30pm Monday to Saturday excluding all locally recognised Bank Holidays. The store will be able to assist you with choosing the service that suits your needs.

## **Airtel-Vodafone – Handling of Customer Enquiries and Complaints**

If you have an enquiry, complaint or request on any of the areas mentioned below, please do not hesitate to contact us:

- Mobile Phones
- Service
- Sales
- Staff

Our Customer Services procedures are designed to ensure your complaint is investigated and resolved as quickly and efficiently as possible. Our complaints procedures are monitored by the local regulators, Jersey Competition Regulatory Authority (JCRA) and in Guernsey, the Guernsey Competition Regulatory Authority (GCRA), together referred to as Channel Islands Competition Regulatory Authorities (CICRA).

Your complaint will be investigated personally and a course of action will be discussed with you to make sure that the problem is resolved quickly and to your satisfaction.

Additionally, if you are unhappy with the way that your complaint is being handled, you may write or ask to speak to the Customer Services Manager by calling 121 during normal office hours (8.30 am to 5.00 pm, Monday to Friday).

Please give us the opportunity to resolve the problem before taking the matter further.

## Recording complaints

- A computerised record of all customer interactions is maintained by our Customer Services Department. Any written notes made while talking with a customer may also be typed in and added to the customer's record.
- All records (written communication and telephone conversation transcripts etc) will be confidential and will be kept according to the relevant data protection, privacy and confidentiality legislations that apply in the Bailiwicks of Jersey and Guernsey. Some information may be requested by the relevant regulator in order for us to meet the terms of our licences, for instance, the Jersey Competition Regulatory Authority in Jersey, or the Guernsey Competition Regulatory Authority in Guernsey.
- We retain customer records for a minimum period of three years following the registering of a customer complaint or disagreement.
- Please keep a note of the date(s) and time(s) when you've spoken with us about your complaint; whom you spoke to; what they said or promised to do, and your service request number. This will be provided after your complaint has been logged.
- If either the local Trading Standards Services or the local regulators, either the Jersey Competition Regulatory Authority (JCRA) or Guernsey Competition Regulatory Authority (GCRA) become involved in resolving a complaint between yourself and Airtel-Vodafone, we may provide them with copies of records we hold about your complaint.

## Responding to complaints

- We will do everything we can to resolve complaints, disagreements or disputes as quickly and efficiently as possible. Our Customer Services Manager will investigate your complaint and discuss a course of action with you to make sure the matter is resolved quickly and to your satisfaction.

## Complaint Response: Target timescales

We will investigate your complaint and respond to you either by phone, email or letter within the timescales detailed below:

- Connection of new services: Within two working days of receiving your complaint
- Billing: Within two working days of receiving your complaint
- Other: Within two working days of receiving your complaint

Jersey Airtel Limited, Le Masurier House, La Rue le Masurier, St. Helier, Jersey JE2 4YE  
Guernsey Airtel Limited, 45 High Street, St Peter Port, Guernsey GY1 2JT

[www.airtel-vodafone.com](http://www.airtel-vodafone.com)

## Resolving complaints

While we intend to do everything we can to resolve complaints, disagreements or disputes, sometimes a satisfactory conclusion cannot be reached. If a resolution has not been achieved within three calendar months, we or you may refer the matter to the relevant independent organization that may be able to help us resolve the matter satisfactorily.

We suggest that any complaints unresolved by our own complaints procedure can then be referred to the local Trading Standards Service.

Their contact details are: -

Trading Standards Service  
9-13 Central Market  
St Helier  
Jersey  
JE2 4WL

Tel: +44 (0) 1534 448160  
Fax: +44 (0) 1534 448175  
Email: [tradingstandards@gov.je](mailto:tradingstandards@gov.je)

Trading Standards Service  
P.O.Box 459, Raymond Falla House  
Longue Rue, St Martins  
Guernsey  
GY1 6AF

Tel: +44 (0) 1481 234567  
Fax: +44 (0) 1481 235015  
Email: [tradingstandards@gov.gg](mailto:tradingstandards@gov.gg)

Should the Local Trading Standards Service not be able to facilitate a satisfactory conclusion to the complaint, the complaint should then be referred to the local regulator. In Jersey, the Jersey Competition and Regulatory Authority (JCRA) would become involved and in Guernsey, the complaint would be referred to the Guernsey Competition Regulatory Authority (GCRA).

The Channel Islands Competition Regulatory Authorities (CICRA) will provide a free, independent service to investigate your complaint, provided it falls within their terms of reference, though you must have gone through our own complaints procedure first and referred the complaint to the local Trading Standards Service before either Regulator can become involved. You can find out more on their websites at <http://www.cicra.gg/index.aspx> or e-mail them at [info@cicra.je](mailto:info@cicra.je) or [info@cicra.gg](mailto:info@cicra.gg) alternatively, you can write to them at:

Jersey Competition Regulatory Authority  
2nd Floor, Salisbury House  
Union Street  
St Helier  
Jersey  
JE2 3RF

Guernsey Competition Regulatory Authority  
Suites B1 & B2  
Hirzel Court  
St Peter Port  
Guernsey  
GY1 2NH

Even if CICRA are involved, we or you may still seek resolution through the courts of the Bailiwick of Jersey or Guernsey.

## Compensation Guidelines

Failure to Resolve a Customer issue: Should Airtel-Vodafone fail to resolve a customer's service request within two days or fail to provide a committed resolution plan within 5 days, a customer will receive bonus airtime for each day that the resolution/commitment overruns.

Service Availability: If Service Availability falls below our Licence threshold for any three month period. Bonus airtime/ top up for all subscribers/ users will be applied at the end of each quarter.

## Convenient Payment Options

We offer a range of payment options to our contract mobile phone customers and Pre-Paid customers including:

- Direct Debit (Post Paid Only) – the most convenient way to pay (also, you don't have to pay a monthly administration charge).
- Credit Card or Debit Card – available in our shops or via our Call Centre (Post Paid and Pre-Paid).
- Web (Internet) Top-Up (Pre-Paid Only).
- Easy Top Up (Pre-Paid Only) - available from our shops where you can top-up credit directly to your phone through a phone to phone transfer.
- Top-Up Vouchers (Pre-Paid Only) - available from our shops and Airtel-Vodafone partners.
- Pay Zone Top Up (Pre-Paid Only) – available through Airtel-Vodafone partners.

If you are a contract customer, we send you a bill every calendar month, which you must pay within 10 working days of receiving the bill. You can check your account on-line if you register at [www.airtel-vodafone.com](http://www.airtel-vodafone.com).

If you're a Pre-Paid customer, you can buy top-up vouchers, Easy Top Up or Pay Zone Top Up by visiting one of our shops or partners. Alternatively, you can top-up using the Web Top Up facility online.

If you're late in paying your bill, we'll write to you or call you to discuss how you can pay. If you have difficulty paying, we may be able to agree a repayment plan with you. If we have to cancel your account, you will still have to pay a final bill to cover the monthly charges left on your contract.

## Itemised Billing

Our itemised bills provide information about your call costs (Post Paid Products Only).

We offer a range of itemized bill options: -

- E-Bill – Fully itemised and available through secure internet access, available to all customers at no cost – The Environmentally Friendly Paperless Option.
- Summary Only Paper Bill with No Itemisation – cost is £1.00 per month.

Jersey Airtel Limited, Le Masurier House, La Rue le Masurier, St. Helier, Jersey JE2 4YE  
Guernsey Airtel Limited, 45 High Street, St Peter Port, Guernsey GY1 2JT

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- Fully Itemised Paper Bill – cost of £2 per month

If you disagree with any item on your bill, you should contact us immediately by calling 121 from your Airtel-Vodafone mobile phone.

## Terminating Your Airtel-Vodafone Service

- If you have a Pay As You Go phone, you can simply stop using it.
- If you have a PAY Monthly account you may terminate the Agreement by contacting us in Store or via the Call Centre on 121, providing 30 days' notice from the date the cancellation is logged. Please bear in mind, that due to our billing cycle dates (20<sup>th</sup> of one month to 19<sup>th</sup> of the next) you may receive one more bill after the date you have requested to cancel.

## What is Mobile Number Portability “MNP” means for you? What is “Mobile Number portability” or “MNP”?

Mobile Number Portability (MNP) means you can keep your mobile phone number if you decide to change from one mobile operator to another. Basically, it's a process that allows you to keep your mobile number irrespective of who your network operator is. So, if you switch between operators, you don't have to go to the trouble of advising all your friends/family/colleagues that your number has changed – it stays the same. The process is seamless i.e. customer has no outage of service at all.

## Who can use the system?

MNP is available to both “post-paid” (contract) and “pre-paid” mobile customers of all network operator's in the Channel Islands, as long as their number hasn't been barred or suspended.

Customers will only be able to port their number to mobile operators in the same island as their current operator, so existing Jersey based customers can only port their number within Jersey. They will not be able to port to any operator in Guernsey and vice versa.

Subject to minimum contract period obligations “Post-paid” customers will be able to switch unless they are barred or suspended due to non-payment of bills outstanding for more than 60 days.

“Post-paid” customers will receive a final bill for usage up to the time their number is switched to the new operator. “Post-paid” customers that have not completed the minimum required term of the contract with their existing operator may be required to pay the outstanding balance of monthly rentals due under the contract.

Unfortunately, “pre-paid” customers won't be able to take outstanding credit with them, and should use it up before they switch.



## How much will it cost you?

There are no charges for you to port your number. All porting charges are met by the network operator that you are switching to.

## What do you have to do?

1. Go to the retail shop or authorised dealer of your chosen new service provider to request a new mobile account, and tell them that you would like to keep your mobile number.
2. The staff will ask you to complete an application form together with a "Porting Request Form".
3. You will be asked to provide: -
  - In the case of a post-paid account, proof of identity – either a passport or driving licence;
  - In the case of a post-paid account, a copy of a recent mobile bill; and
  - The working phone with the number you wish to keep.
  - You will be asked to send a text from your phone with the word "PORT" to 12345. Shop staff will be able to help you to do this if required.
4. You will receive a text confirming that your request has been received.
5. Provided your number is not barred or suspended due to non-payment, your order will be processed and you will be informed of its progress by text.
6. Under normal circumstances your porting will be completed by the second working day after you complete your request (excluding weekends and bank holidays). At that time your number will have been moved to your new service provider and your existing SIM card will stop working. During busy periods the port may take longer to complete.
7. When this happens, put the new SIM card provided by your new service provider into the phone you wish to use. If you are unsure how to do this, you can go into the retail shop or authorised dealer of
8. your new service provider and they will be able to help.
9. The process is complete.

## Are there any other implications?

- Messages which have been sent to you, but not delivered, may be erased.
- You will lose your old voicemail, sms, mms and ancillary services, and you will need to set these up again with your new operator. Customers should ensure they are aware of any other service changes that may occur as a result of changing service provider. The three mobile operators will be happy to provide assistance for the customer in relation to this.
- Your friends and family may be charged differently when calling you after porting. Additional information on applicable rates may be obtained from your new service provider.
- You will be restricted from porting your number to a third operator or back to your original operator within 60 days of a previous port.
- If your new service provider fails to meet promised coverage or other such significant parameters, then you can reverse the porting within 14 days of your porting request.

## **Will you be bombarded with sales calls to stop me trying to switch?**

No. Your old operator is not allowed to contact you during the porting process to try and persuade you to stay with them. In addition, your old operator is prohibited from contacting you with the intention or effect of encouraging you to return to them for a period of 60 days following the completion of the porting process. However, the old operator can contact you to recover outstanding payments.

## **Airtel-Vodafone Returns and Repairs Policy**

### **Returns & Refund Policy**

All handsets we distribute are under guarantee up to 1 year from their manufacturers, comply with health and safety standards and display the CE mark.

### **14 day no quibble guarantee**

To give you extra peace of mind, we offer you the option of asking for an exchange or refund within 14 days from the date you buy your phone in store provided we have tried to resolve the customer's concern to their satisfaction and as long as you keep to the following conditions.

### **Mobile phones – Contract (Post Paid) and Pay As You Go (Pre Paid)**

- You must return the phone to us with all its accessories and manuals, in the original packaging and undamaged.
- You must provide the original receipt or proof of purchase.
- If you are a contract customer, we will charge you for line rental and calls you made during those 14 days.

### **Mobile phone accessories**

- You must return the product to us undamaged, in the original packaging.
- You must provide the original receipt or proof of purchase.

### **Top-Up vouchers**

Our 14 day exchange and refund policy doesn't cover:

- Top-up cards if the seal is broken, or the silver panel has been scratched.
- SIM only products.

### **Promotions**

If you're returning equipment you bought as part of a promotion, you must return all discounted items (under the same conditions we've just explained) for equipment that isn't faulty. We'll assess mobile

phones and accessories and any other equipment to see if they've been damaged or used.

## **Servicing and Repair Policy**

If for any reason you find a fault with the equipment you've bought, you should do the following:

- Return it to the store where the product was purchased within 14 days of the fault being discovered.
- Provide the original receipt or proof of purchase.

If you tell us about the problem as soon as you notice it, we'll offer you a refund. We have the right not to offer you an exchange or refund if:

- You've damaged the product in any way
- The fault is due to something you've done; or
- We told you about the fault before you bought the equipment

Physical repair of damaged mobile phone handsets may take up to four to six weeks depending on the availability of spare parts. However, during this time a loan phone will be provided at no charge.

## **Mobile Broadband**

Mobile broadband let you use internet and check emails on the move. Unlike home broadband you are not tied to wires or one location, you can use it anywhere in the house or take the web with you when you go out.

## **What is HSDPA Mobile/Home Broadband?**

Airtel-Vodafone's high speed 4G network provides internet access at broadband speeds, whether you are at home or out and about.

Some mobile companies talk about the speed of their mobile/home broadband, they talk about theoretical maximum speeds, not speeds you can actually experience. At Airtel-Vodafone, we like to tell you the types of services you can access and how 4G can deliver a great user experience, e.g. streaming HD video to multiple devices and a richer browsing experience.

The actual speed depends on the signal received by mobile broadband device. The factors which can influence the signal and hence speeds you experience include:

- the type of device you are using
- the type of building you are in. The distance you are from the mobile mast
- trees, buildings and other things between you and the nearby mobile mast
- the number of others users using the nearby mast

You can improve surfing experience by improving the signal by following,

- Using the cable which came with the USB modem-router
- Place the device by the window or at a height
- Use of external antenna in case device supports it.

Most people on our 4G network can expect a download speed ranging from 4Mbps to >20Mbps, allowing You to download a 3-4 minute music track in 20 seconds or less.

## Surfing Safely – Some Simple Tips

We have put together some of the key security tips for using your computer safely with the internet:

1. A personal computer connected to the Internet without a firewall can be hijacked in a few minutes. At a minimum, home computers need to have personal firewall and security software installed and kept up-to-date to find and remove viruses, spyware, Trojans etc. The latest Microsoft and Apple operating systems have personal firewalls built in that are turned on by default to block threats from the Internet. You should leave this feature turned on until you replace it with specialist third-party firewall/security software and/or hardware.
2. Keep your virus scanner effective. An out-of-date virus scanner is only marginally better than no virus scanner at all. Virus scanners depend on accurate, updated anti-virus files to be effective. Set up your virus scanner to automatically update or check for updates at least once a week. Check on it periodically to ensure that it's still up to date. And frequently visit your security vendor's website for the latest word on security threats.
3. Don't open any files attached to an email from an unknown, suspicious, or untrustworthy source. And don't open any files attached to an email unless you know what it is, even if it appears to come from a friend or someone you know. Some viruses can replicate themselves and spread through email. It's better to be safe than sorry and check your friend really sent the email.
4. Delete chain emails and junk email - don't forward them or reply to any to them. These types of email are considered spam, which is unsolicited, intrusive mail that clogs up the network.
5. Exercise caution when downloading files from the net, making sure the source is a legitimate and reputable one. Verify that an anti-virus programme checks the files on the download site - and don't download any files from strangers.
6. Update your anti-virus software regularly. More than 500 viruses are discovered each month, so you'll want to be protected. These updates should be at the least the product's virus - signature files. You may also need to update the product's scanning engine as well.
7. Back-up your files on a regular basis. If a virus destroys your files, at least you can replace them with your back-up copy. You should store your back-up copy in a separate location from your work files, preferably not on your computer.
8. Be smart when using instant messaging (IM) programmes. If you use an IM programme to communicate with friends and family, be careful about sending any personal information through online communications. Protect yourself by using a nickname for your IM screen name, so your

- name isn't identified through IM. Never accept strangers into your IM groups. Be smart about how you use IM at work because your employer has the right to monitor and view your messages.
9. Watch out for phishing scams. Phishing scams use fraudulent emails and fake websites – masquerading as legitimate businesses - to lure unsuspecting users into revealing private account or login information. To be safe, if you receive an email from a business that includes a link to a website, make certain that the website you visit is legitimate. Instead of clicking through to the website from within the email, open a separate web browser and visit the business's website directly to perform the necessary actions. You can also verify that an email is in fact from a legitimate business by calling the business or agency directly.
  10. Use email wisely. Email is a great way to keep in touch with friends and family, and as a tool to conduct business. Even if you have good security software on your PC, however, your friends and family might not have the same protection. Be careful about what information you submit via email. Never send your credit-card information, National Insurance number, or other private information via email.
  11. Create smart and strong passwords. Make it difficult for hackers to crack your password. You can create a smart password by incorporating capital letters, numbers, and special characters, and using more than six characters. An example of a strong password is: Go1dM!n3. We strongly recommend that this exact password is not used for your own safety).
  12. Shop safely. Many online stores have the right protection for you to purchase online. Read the online store's privacy and security policies before shopping. If you plan to order from an online store, be sure that the website uses secure technology. When you're at the checkout screen, verify that the web address begins with https. Also, check to see if a tiny locked padlock symbol appears at the bottom right of the checkout screen, or that there's a statement on the checkout screen stating that the checkout pages are secure with a security technology vendor. Check that the security technology does exist by checking the security technology company's website.
  13. Fun and care-free online gaming. Internet games are fun for the whole family. Make sure you're careful when playing online games, especially when communicating with other players. Be sure that your security software still functions when you're in gaming mode.
  14. Pay attention to your children's online activities. Keep your home computer in a community area so that you can monitor their activity. Use child software that is age-appropriate. Limit your children's time spent online. Install and use parental-control software that allows you to monitor your children's activity online. This will keep your children from accessing undesirable websites and sharing personal information online

## Protecting Our Customers

### Inclusion in Telephone Directories

We do not automatically include your personal contact information in any directory or directory assistance service. Once a year we send a bulk SMS to our customers giving them the option to be included in the corresponding local Channel Islands telephone directory.

If a Customer chooses to Opt in to this service then the Customer must follow the instructions provided within the SMS by calling our Call Centre within the time frame provided, by adhering to this process they will be added to the annual list of Directory inclusions.

If you choose to be included in such directory or directory assistance services, we will be legally obliged to provide your personal contact information to other non Airtel-Vodafone directory and directory assistance service providers, both on the Channel Islands AND in the United Kingdom. Although these organisations may be subject to the same data protection laws as Airtel-Vodafone, we have no means of controlling how they might use or share your personal contact information.

## **Unwanted marketing messages**

It is unlawful for any business to send marketing messages by text, mms or video to your mobile phone without your consent. If you receive an unwanted text marketing message on your Airtel-Vodafone handset, please contact our Customer Services team on 121 who will be pleased to assist. We use the information reported to us to assist the different regulatory authorities to take action against offending businesses.

Also all modern devices will allow you to block the number directly within your own device,

## **Stopping Unwanted Premium Rate Text Messages**

If you want to stop receiving unwanted premium rate text messages, simply block the number within your device. If the service continues for whatever reason, please contact our Customer Services team by calling 121 from your Airtel-Vodafone handset and inform them. There is a five digit short-code which identifies the source of each message.

## **Malicious/Scam Calls or Text Messages**

If you receive malicious calls or text messages, please call 121 from your Airtel-Vodafone handset and report them to our Customer Services team who will guide you with steps to take to prevent this happening. If the issue continues Airtel-Vodafone suggest you report this matter to the Police who will guide/assist you further. For Scam calls further help and advice is offered by Trading Standards.

## **Reporting Obscene and Illegal Internet Content**

Child abuse images hosted worldwide and criminally obscene and incitement to racial hatred content hosted in the UK should also be reported to the Internet Watch Foundation - [www.iwf.org.uk/](http://www.iwf.org.uk/).

## **Responsible Advertising**

Our advertising follows the code of practice that the Advertising Standards Authority (ASA) issues. The ASA deals with all advertising. You can visit their website at [www.asa.org.uk](http://www.asa.org.uk), call them on 020 7492 2222, or write to them at:

Advertising Standards Authority  
Mid City Place  
High Holborn

Jersey Airtel Limited, Le Masurier House, La Rue le Masurier, St. Helier, Jersey JE2 4YE  
Guernsey Airtel Limited, 45 High Street, St Peter Port, Guernsey GY1 2JT

[www.airtel-vodafone.com](http://www.airtel-vodafone.com)

London WC1V 6QT

## Corporate Social Responsibility

At Airtel-Vodafone, we're committed to using our resources to make a positive contribution through our Corporate Social Responsibility (CSR) programme. Through CSR, we focus on making a positive impact on The environment and in the community.

Corporate social responsibility (CSR) is not only about good deeds in the community or promoting staff welfare; it is mainly about demonstrating to the residents of the Bailiwick our commitment to reach out to customers, staff, shareholders and the local community.

As we grow in the Channel Islands, we want to show how we are implementing sound principles of responsible business practice by making these principles real in everyday operations. We embrace the challenges put in front of us when it comes to the perception of masts and we continually strive to provide detailed information to all.

## Environmental commitments

Airtel-Vodafone is committed to reducing the environmental impacts caused by the day to day activities of The business. We will work to improve the environmental impact of our organisation by following these principles:

- We will comply with the requirements of environmental legislation and approved codes of practice
- We will aim to improve environmental performance
- We will reduce pollution, emissions and waste arising from our activities
- We will reduce the use of all raw materials, energy and supplies
- We will commit to using paper from renewable resources
- We will raise awareness, encourage participation and train employees in environmental matters
- We will liaise with the local community
- We will participate in discussions about environmental issues.

## Mobile Phones & Your Health

Radio-frequency emission levels from our radio-base stations and the mobile phones operating on our network meet strict precautionary public-exposure guidelines set by the International Commission for Non-Ionising Radiation Protection.

If you want to find out the latest information about mobile handsets and your health, please visit the websites listed below to find out more:

- World Health Organisation International EMF Project Home Page: [www.who.int/peh-emf](http://www.who.int/peh-emf)
- Department of Health's (DOH) website: [www.dh.gov.uk/en/index.htm](http://www.dh.gov.uk/en/index.htm)
- ICNIRP – International Commission on Non Ionizing Radiation Protection: [www.icnirp.de](http://www.icnirp.de)



- Health and Safety Executive: [www.hse.gov.uk](http://www.hse.gov.uk)
- Health Protection Agency: <http://www.hpa.org.uk/>
- Institute of Electrical Engineers: [www.iet.org.uk](http://www.iet.org.uk)
- Institute of Electrical and Electronic Engineers: <http://www.ieee.org/>
- Mobile Operators Association: <http://www.mobilemastinfo.com/>
- Mobile Manufacturers Forum - See Health Policy Update: <http://www.mmfai.org/>

## Research Reviews and Publications

Over the last 30 years, more and more research has been carried out to determine the effects mobile phone use has on our health. Below are a number of links which provide the latest research and publications on this subject.

- The Stewart report on mobile phones and health: <http://www.iegmp.org.uk/>
- Irish Government – Expert Group Findings on the Health Effects of Electromagnetic Fields: [www.dcenr.gov.ie/NR/rdonlyres/9E29937F-1A27-4A16-A8C3-F403A623300C/0/ElectromagneticReport.pdf](http://www.dcenr.gov.ie/NR/rdonlyres/9E29937F-1A27-4A16-A8C3-F403A623300C/0/ElectromagneticReport.pdf)
- Cellular Phone Antennas and Human Health. Dr John Moulder is Professor of Radiation Oncology at the Medical College of Wisconsin, USA: [www.mcw.edu/qcsrc/cop/cell-phone-health-FAQ/toc.html](http://www.mcw.edu/qcsrc/cop/cell-phone-health-FAQ/toc.html), [www.rsc.ca](http://www.rsc.ca)
- BBC News "Phone Mast Allergy is in the Mind: <http://news.bbc.co.uk/2/hi/health/6914492.stm>
- Information on the current government/industry-backed research programme: <http://www.mthr.org.uk/>
- Medicines and Healthcare Products Regulatory Agency. Useful information on interference with medical devices: <http://www.mhra.gov.uk/>
- If you are worried about the effects of mobile phone masts on your health, further information can be obtained from the latest World Health Organisation (WHO) report, Electromagnetic Fields and Public Health, WHO fact sheet 304 (May 2006).

Further information about the issues raised here can also be found by visiting the UK Department of Health website. More information can also be found at:

- <http://www.iegmp.org.uk>
- <http://www.who.int>
- <http://www.nrpb.org.uk>
- <http://www.nrpb.org.uk>

It is worth noting that house hold appliances, like for example microwaves or vacuum cleaners, both emit significantly higher RF signals than a mobile phone mast or mobile phone base station. However, both are still well within the recommended levels as outlined by the WHO report.



*power to you*

 **airtel**



## **Changes to Code of Practice**

Any changes to this Code of Practice can be made with one month(s) public notice. A notice advising of forthcoming amendments will be made on the Airtel-Vodafone website, [www.airtel-vodafone.com](http://www.airtel-vodafone.com) one month before the changes are made.