

HAPPY TELECOM – CODE OF PRACTICE

1. PURPOSE AND SCOPE – OUR COMMITMENT TO OUR CUSTOMERS

We are a UK-based communications provider delivering broadband, fibre, phone, VoIP, mobile and business connectivity services. We are committed to providing clear information, reliable services, transparent pricing, and high-quality customer support.

This Code of Practice is published in accordance with Ofcom's General Conditions of Entitlement and is available free of charge. It can be provided in large print, audio, or alternative accessible formats upon request.

We also publish our Complaint Handling Code, Contract Summary, Contract Information, and Service Quality Information, as required under Ofcom General Conditions

2. OUR SERVICES

We provide the following services:

- Broadband and fibre internet
- Home and business phone lines
- Hosted VoIP and IP telephony
- PBX systems and maintenance
- Mobile voice and data services
- Non-geographic and business numbers
- Network and internet solutions
- Equipment supply, installation, and support

3. CONTRACT OPTIONS

We offer **at least one 12-month contract option** for each service. For residential, microenterprise, small enterprise and not-for-profit customers, we do **not** offer commitment periods longer than **24 months**, unless the customer gives **express consent**. We retain auditable records of such consent.

Full service descriptions, pricing, tariffs, and standard contract conditions are published on our website and available from our Customer Service Team.

4. OUR SERVICE STANDARDS

We deliver:

- Reliable, high-quality connectivity
- Clear and accurate information
- Transparent pricing
- Prompt responses to faults and enquiries
- Fair and respectful treatment of all customers

5. MINIMUM SERVICE LEVELS

- Standard broadband activation: typically within 3–10 working days
- Fibre activation: typically within 3–10 working days
- Fault response: investigation begins immediately; most faults resolved within two working days
- Number porting: completed within the shortest possible time and on reasonable terms

Where delays occur due to third-party networks or engineering requirements, we will keep you updated.

6. CUSTOMER ONBOARDING

When you take a service with us, you will receive:

- A copy of your contract
- Our Terms and Conditions
- A **Contract Summary** (one page, or three pages for bundled services)
- Contract Information including pricing, minimum term, cancellation rights, and service features

Most services have a minimum term of 12 or 24 months depending on the product chosen.

7. EMERGENCY CALL AND POWER LOSS WARNING

VoIP and Digital Phone Services – Important Safety Notice

If you use our VoIP or IP-based phone services to call emergency services (999/112), **your service may not work during a power cut or internet outage**. This information is provided:

- During the sales process
- In your contract and T&Cs
- In user guides and onboarding documentation

Customers should ensure they have an alternative means of contacting emergency services (e.g., mobile phone) during power or broadband failures.

Emergency Call Access

All customers can call **999 and 112 free of charge**,

Mobile Services – eCall Support

Our mobile services support **eCalls** to emergency organisations,

8. FAULT REPORTING

If you experience an issue, contact us on **0800 285 1533**.

We will:

- Begin investigating faults immediately
- Resolve most issues within two working days
- Provide updates where delays occur due to third-party networks

Priority fault repair is available for vulnerable customers (see Section 15).

9. COMPLAINT HANDLING

We aim to resolve complaints quickly and fairly.

1. Contact our Customer Service Team.
2. If unresolved, your case may be escalated internally.
3. If unresolved after eight weeks, or if we issue a **deadlock letter**, you may refer the matter to our ADR scheme.

Alternative Dispute Resolution (ADR)

We are a member of **CISAS**, an Ofcom-approved ADR scheme. Residential and small business customers may use ADR free of charge.

Our full Complaint Handling Code is available on our website.

10. BILLING

We issue bills monthly. Payment options include:

- Direct Debit
- Credit or Debit Card

If you are having difficulty paying, contact us immediately so we can agree a manageable solution.

Billing Records Retention

We retain billing records for **at least 12 months**.

Usage Notifications

For broadband, mobile, and landline services, we notify customers when included allowances are fully used and provide information on out-of-plan charges.

Itemised billing is provided as standard.

11. RELOCATION

Please contact us at least 20 days before your move. We will update your account and, where possible, transfer your existing number.

12. NUMBER PORTING

We support number portability in line with Ofcom regulations.

- Porting is completed within the shortest possible time
- Compensation is available for delay or abuse of porting processes
- Details of compensation and how to claim are available on request

13. DIRECTORY LISTINGS

We can add or remove your number from directory enquiries upon request.

14. NUISANCE CALLS

If you receive nuisance or malicious calls, contact us. We work with law enforcement and industry partners to help protect customers.

15. SUPPORT FOR VULNERABLE AND DISABLED CUSTOMERS

We provide additional support for customers who may need it, including:

- Priority access to customer service
- Priority fault repair
- Accessible billing formats (large print, digital, audio)
- Free directory enquiries for eligible customers
- Help with payment difficulties
- Additional safety information for VoIP users

Customers can register for additional support by contacting our team.

16. DATA PROTECTION

We comply with the Data Protection Act 2018 and UK GDPR. Our Privacy Policy explains how we collect, use, and protect your personal data.

17. PREMIUM RATE AND NUMBER TRANSLATION SERVICES

We provide clear information about PRS and NTS call charges. Call barring is available on request.

18. TELEPHONE PREFERENCE SERVICE

Customers may register with the TPS to stop unsolicited sales calls.

19. CONTRACT CANCELATION

- Orders may be cancelled within 10 working days at no cost.
- After this period, cancellation charges may apply.
- After the minimum term ends, customers may cancel with three months' notice.
- If we make a contract change that is not to your benefit, we will give **at least one month's notice** and you may exit the contract **penalty-free**.
- Contracts **do not auto-renew**

20. END OF CONTRACT AND ANNUAL BEST TARRIFF NOTIFICATIONS

We send:

- **End-of-contract notifications**
- **Annual best tariff notifications**

These include details of any bundled services and alternative available tariffs.

21. USEFUL CONTACTS

CISAS – 100 St Paul's Churchyard, London, EC4M 8BU Tel: 020 7520 3814 e-mail: cisas@cedr.com
Website: www.cedr.com/consumer/cisas/

Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA Tel: 020 7981 3040 or 0300 123 3333 email: contact@ofcom.org.uk Website: www.ofcom.org.uk

Phone-paid Services Authority (PSA) - Riverside House, 2A Southwark Bridge Road, London SE1 9HA Tel: 0300 303 0020 Website: www.psauthority.org.uk email information.requests@ofcom.org.uk

Telephone Preference Service - Rapier House, 40-46 Lamb's Conduit Street, London, WC1N 3LJ
Tel: 0345 070 0707 E: tps@dma.org.uk Website: www.tpsonline.org.uk

Federation of Communication Services (FCS) - Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 7186 5432 email: fcs@fcs.org.uk Website: www.fcs.org.uk

22. CONTACTING US

Customer Service (08:00–18:00, 7 days a week) Phone: **0800 285 1533** Email: support@happytelecom.co.uk Address: Happy Telecom, Midshires House, Smeaton Close, Aylesbury, HP19 8HL Website: www.happytelecom.co.uk (**search: happytelecom.co.uk**)



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