

Alternative Networks plc

Summary of obligations in relation to selling and marketing of mobile phone services

Domestic and small business customers

v1 14.9.9

1. The purpose of this summary

We are required by OFCOM to produce this summary in order to provide information to our domestic and small business customers (“you” or “your”) in relation to selling and marketing mobile phone services.

Our obligations are set out in General Condition 23. If you would like a copy of the full General Condition, please contact your AN representative or write to us at our registered office address.

2. Our obligations

We are required, when selling and marketing these services, not to:

- Engage in dishonest, misleading or deceptive conduct;
- Engage in aggressive conduct; or
- Contact you in an inappropriate manner.

Before you enter into, or amend, a contract with us we must ensure that you are:

- Authorised to do so;
- Intend to enter into the contract; and
- Are provided with contact information, a clear service description and key contractual terms in a way that can be kept.

We must keep records as follows:

- In relation to the sale of the services, for 6 months; and
- in relation to sales incentives, for at least 90 days after the date by which the incentive must be fully redeemed (and not less than 6 months).

We need to ensure that companies who sell services on our behalf:

- comply with the above obligations;
- have sales incentive offers that are fair and are clearly explained, including providing to you contact information, a description of the sales incentive and the process that needs to be followed in order to claim the incentive. If the offer is made over the phone, you must be sent the information in a way that you can keep.

We also need to monitor their compliance with the above obligations and ensure appropriate sanctions are put in place for failing to meet them.