

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 and fibre 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 regarding 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.
- 3G & 4G data / home broadband.
- Fibre broadband and key features.
- Surfing safely.
- 2FA safety.
- Protecting our customers.
- Corporate social responsibility.
- Mobile phones & your health.
- Amendments to customer code of practice.

About Airtel-Vodafone in the Channel Islands:

Airtel-Vodafone is a pioneering telecommunications provider proudly serving the vibrant community of the Channel Islands. With a steadfast commitment to innovation and connectivity, we have been the driving force behind the telecommunications landscape in this unique region.

Our Vision:

At Airtel-Vodafone, our vision is: to be the preferred choice for communication services in the Channel Islands. We aspire to empower individuals and businesses with cutting-edge solutions that bridge the gap between connectivity and innovation.

Leaders in Connectivity:

We are the leading 3G/4G/IoT solution provider in the Channel Islands, offering a comprehensive range of mobile, fibre, and IoT solutions. Our robust network infrastructure ensures seamless connectivity, enabling our customers to thrive in the digital age.

Technology - Enabled Care:

Airtel-Vodafone is also proud to be the leading technology-enabled care provider in the Channel Islands. We understand the vital role technology plays in delivering personalised care solutions, enhancing the well-being and safety of our community's vulnerable members.

Who We Are:

Jersey Airtel Limited and Guernsey Airtel Limited, operating under the brand name Airtel-Vodafone, represent a unique partnership between two of the world's leading telecoms companies. This collaboration aims to provide competition, innovation, and best value to the Channel Islands' mobile, fixed line, and fibre markets.

Airtel-Vodafone is a subsidiary of Bharti Enterprises. As of 2024, Bharti Airtel has over 500 million customers across 17 countries in South Asia and Africa, making it one of the top three mobile operators globally. Bharti Airtel continues to expand its 5G services rapidly, achieving significant milestones such as surpassing 50 million unique 5G customers within a year of launching Airtel 5G Plus.

Through our partnership with Vodafone, we provide our Channel Island customers with access to Vodafone's leading portfolio of products, services, and extensive, cost-effective roaming arrangements across the world.

Our Partnerships:

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

Our Innovations:

We aim to revolutionise communication in Jersey and Guernsey by offering innovations that add value to people's lives and deliver an unmatched customer experience. Our mission is to be the market leader in communicating to people through fresh and innovative mobile communication services, enhancing the quality of life and productivity of businesses 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. Our entire network is 3G, 4G, and Nb-IoT enabled, allowing us to offer UMTS voice/data, advanced 4G data services, and Narrowband IoT (Nb-IoT) solutions to all of our customers.

Our Services:

We offer a range of mobile telecommunication services for both Pay Monthly and Pay as you go customers. These include:

- Mobile phone voice communication.
- Text messaging (SMS).
- Mobile phone video calling.
- GPRS Data services.

- 3G and 4G Data services.
- Roaming services.
- Fixed and Fibre broadband services.
- IoT M2M solutions.
- Technology enabled care services.

Through our commitment to innovation, robust partnerships, and a strong vision, Airtel-Vodafone continues to lead the telecommunications landscape in the Channel Islands, ensuring seamless connectivity and advanced technological solutions for all our customers.

We aim to have completed provisioning of services within 2 working days, from 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 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.
- 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 (see below for full details relating to returns policy). 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 – Saturday 09:00 – 17:30
- Sundays and Bank Holidays will be closed.
- Please note outside these hours you can leave a voicemail for us alternatively you can email us directly with your details to email address: 121@airtel-vodafone.com, 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 in the Channel Islands.
- 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.
- 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 or via the My Airtel-Vodafone App (Pay Monthly only) <https://bit.ly/4ac0KcY>

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

Airtel-Vodafone
1/3/5 Castle Street
St Helier
Jersey
JE2 3BT

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

Airtel-Vodafone
1/3/5 Castle 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 regulator in Jersey Competition Regulatory Authority (JCRA) and in Guernsey by The Trading Standards Office.

Your complaint will be investigated personally, and a course of action will be discussed with you with the aim to resolve the complaint amicably for both parties. Additionally, if you are unhappy with the way that your complaint is being handled, you may write or ask to speak to the Head of Customer Experience by calling 121 during normal office hours (9:00 to 17:30) 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 authority in order for us to meet the terms of our licence where relevant.
- 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 Jersey Competition Regulatory Authority (JCRA) or Guernsey Trading Standards 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 amicably for both parties, where possible.

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 five working days of receiving your complaint.
- Other: Within five working days of receiving your complaint.

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
Growth
Housing and Environment Regulation
PO Box 228 Jersey
Jersey
JE4 9SS

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

Trading Standards Service
Trading Standards Office
Longue Rue
Guernsey
GY1 6HG

Tel: +44 (0) 1481 220379
Fax: +44 (0) 1481 235015
Email: tradingstandards@gov.gg

In the case of Jersey, should the Standards Service not be able to facilitate a satisfactory conclusion to the complaint, the complaint should then be referred to the local regulator, the Jersey Competition and Regulatory Authority (JCRA).

The Jersey Competition and Regulatory Authority (JCRA) 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 the JCRA can become involved. You can find out more about the JCRA at www.jcra.je or you can write to them at address below:

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

In case of Guernsey, should the Standards Service not be able to facilitate a satisfactory conclusion to the complaint, the complaint should then be referred to Trading Standards (details above). Even if JCRA or Guernsey Trading Standards are involved, we or you may still seek resolution through the courts of the Bailiwick of Jersey or Guernsey.

Convenient Payment Options:

We offer a range of payment options to our Pay Monthly and Pay As You Go customers including:

- Direct Debit (Pay Monthly only) – the most convenient way to pay (also, you don't have to pay a monthly administration charge).
- My Airtel-Vodafone App (Pay Monthly only) – <https://bit.ly/4ac0KcY>
- Credit Card or Debit Card – available in our shops or via our Call Centre (Pay Monthly and Pay As You Go customers).
- Cash – accepted in our shops for both Pay As You Go top ups and Pay Monthly bill payments. (plus, administration charge)

- Website (Internet) Pay As You Go top up and Pay Monthly bill payments. [Airtel-Vodafone Selfcare | Login](#)
- Easy Top Up (Pay As You Go only) – available from our shops where you can top-up credit directly to your phone.
- Top-Up Vouchers (Pay As You Go only) – available through Airtel-Vodafone partners.
- Pay Zone Top Up (Pay As You Go only) – available through Airtel-Vodafone partners.

If you are a Pay Monthly customer, we will send you a bill every calendar month, which you must pay by the 5th of the following month if you are a non-direct debit paying customer. You can check your account on-line by visiting <https://selfcare.airtel-vodafone.com/login>

If you're a Pay As You Go customer, you can buy top-up vouchers: Pay Zone Top Up is available by visiting one of our shops or partners. Alternatively, you can top-up by visiting <https://www.airtel-vodafone.com/topup>

If your payment is late, we will attempt to contact you by either email, text, or phone call to collect payment in full.

If you are having trouble paying, we might consider an alternative payment date.

Failure to pay in full or to arrange an alternative payment date, may lead to your services being suspended without further notice. Should we need to close your account, you will still be responsible for paying a final bill that covers the remaining monthly charges on your contract.

Itemised Billing:

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

We offer a range of itemised bill options: -

- E-Bill: Fully itemised and available through secure internet access, available to all customers at no cost -the environmentally friendly paperless option.
- Paper Bill (summary with no Itemisation): cost is £2.00 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 (20th of one month to 19th of the next) you may receive one more bill after the date you have requested to cancel, therefore, we request you do not cancel your direct debit agreement until the final invoice is cleared.

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. Porting between islands is not possible.

Who can use the system?

MNP is available to both “post-paid” (contract) and “pre-paid” (Pay As You Go) 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?

- 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.
- The staff will ask you to complete an application form together with a “Porting Request Form”.
- 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.
- You will receive a text confirming that your request has been received.
- 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.

- 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.
- 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 your new service provider and they will be able to help.

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:

We are dedicated to your satisfaction and safety. All mobile devices we distribute come with a one-year guarantee, meeting health and safety standards and carrying the CE mark.

14 - Day Satisfaction Guarantee:

We are happy to refund or exchange any unwanted items within 14 days of purchase, as long as they are accompanied by the original receipt, are still sealed in the original packaging and are undamaged. In other words, items must be in the condition they were in at the time of sale. To avoid any potential issues, please see our staff if you need to double-check that you have the correct product before opening it.

- The item is returned with all accessories and manuals, in its original, undamaged packaging.
- Original receipt or proof of purchase is provided.
- For contract customers, charges for line rental and calls made during this period will apply.

Mobile Phone Accessories:

- Products must be returned undamaged and in their original packaging.
- Original receipt or proof of purchase must be provided.

Top-Up Vouchers:

The 14-day policy does not apply to:

- Top-up cards with a broken seal or scratched silver panel.
- SIM only products.

Promotional Items:

Items bought as part of a promotion must be returned undamaged and in their original condition unless faulty. All items will be inspected upon return.

Servicing and Repair Policy:

For equipment faults:

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

A refund or exchange will be offered if issues are reported promptly. However, we reserve the right to refuse if:

- The product has been misused or negligently damaged.
- The fault resulted from your actions, or
- The fault was known to you at the time of purchase.

Specific Procedures for iPhone and Android Devices:

- **iPhones:** For warranty repairs, customers are advised to visit the IQ store (Jersey / Guernsey) with the device. We can provide a copy of the proof of purchase for this purpose.
- **Android Devices:** for warranty repairs, faulty Android devices are sent to SBE repairs or returned to the supplier by Airtel-Vodafone.

Loan Phone:

- A loan phone may be provided free of charge during the repair period, subject to availability.
- A £50 deposit is required when obtaining a loan phone; this is refundable upon return of the loan phone in their original condition.

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 4G mobile data/ 4G 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.

Fibre Broadband and Key Features:

- **High Speed:** Fibre broadband can deliver significantly higher download and upload speeds compared to traditional copper-based broadband, often reaching gigabit speeds.
- **Reliability:** Fibre-optic cables are less susceptible to interference and signal degradation over distance, providing a more stable and consistent internet connection.
- **Bandwidth:** It offers greater bandwidth, enabling multiple devices to connect and use the internet simultaneously without a drop in performance.
- **Future-Proof:** As internet demands grow, fibre broadband infrastructure can easily accommodate higher speeds and more data-intensive applications.

Overall, fibre broadband represents the cutting edge of internet technology, providing the speed and reliability needed for modern digital activities like streaming, gaming, and remote work.

Surfing Safely – Some Simple Tips:

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

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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).

- 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.
- 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.
- 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

Two-Factor Authentication (2FA) is a security mechanism that enhances the protection of online accounts by requiring two forms of verification before granting access.

Typically, it combines something you know (a password) with something you have (a smartphone or hardware token) or something you are (biometric data like fingerprints).

Importance of 2FA:

- **Enhanced Security:** 2FA adds an additional layer of defense beyond passwords, making it significantly harder for unauthorised individuals to gain access to accounts, even if passwords are compromised.
- **Protection Against Phishing:** By requiring a second form of verification, 2FA helps protect against phishing attacks, where attackers may trick users into revealing their passwords.
- **Mitigation of Password Vulnerabilities:** Even if passwords are weak, reused, or stolen, 2FA can prevent unauthorized access by requiring the second verification step.
- **Compliance and Trust:** Many industries and regulations require the use of 2FA for compliance. It also builds trust with users, demonstrating a commitment to safeguarding their information.

Data Privacy:

Airtel-Vodafone respects your privacy and is committed to protecting your personal data.

Our privacy notice will inform you as to how we look after your personal data and tell you about your privacy rights and how the Data Protection (Jersey) Law 2018 and the Data Protection (Bailiwick of Guernsey) Law 2017 and how these laws protect you.

Please read our privacy notice in full and we will ask for your agreement with the privacy notice and consent before processing your personal data.

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 - <https://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, call them on 020 7492 2222, or write to them at:

Advertising Standards Authority
Mid City Place
High Holborn
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. The 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.

Environmental commitments:

Airtel-Vodafone is committed to reducing the environmental impacts caused by the day to day activities of the business. We will use our best endeavours 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 practices.
- We will aim to improve environmental performance by reducing pollution, emissions and waste arising from our activities.
- We will reduce the use of all raw materials, energy and supplies, and 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 and 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 Electro-Magnetic Field (EMF): https://www.who.int/health-topics/electromagnetic-fields#tab=tab_1
- ICNIRP – International Commission on Non Ionizing Radiation Protection: <https://www.icnirp.org/>
- UK Government's guidance on mobile phones and health: <https://www.gov.uk/government/publications/mobile-phone-base-stations-radio-waves-and-health/mobile-phone-base-stations-radio-waves-and-health>
- JCRA's annual radio mast audit: <https://www.jcra.je/cases/2023/t-103-mast-audit-2023/emissions-from-jersey-s-mobile-masts-remain-within-safe-limits/>

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.

Changes to Code of Practice:

Airtel-Vodafone reserves the right to update the Consumer Code of Practice, as and when changes need to be made.