



## Code of Practice

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

*Home Free!*

## **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 [Sims4Home/terms](#).

### **Who we are and what we offer**

We're a UK mobile virtual network operator that uses the Vodafone, O2, EE, and Three networks, and our head office is in Hertfordshire.

We provide 3G (third generation), 4G (fourth generation) and 5G (fifth 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.

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

#### **Online form**

You can contact us by completing the contact form at [sims4home.co.uk/contact](https://sims4home.co.uk/contact)

#### **By post**

Sims4Home Customer Services  
Teleport Station  
Great North Road  
Brookmans Park  
Hertfordshire  
AL9 6NE

#### **Ways to join us**

We're primarily an online only service so you can join Sims4Home by visiting [Sims4Home.co.uk](https://Sims4Home.co.uk).

#### **Price Plans and ways to pay**

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

Each plan lasts a calendar month. If you run out of data you can buy an bolt-on - this will expire at the end of the 30 day period.

To buy a bolt-on and for further details on how it all works visit [Sims4Home.co.uk](https://Sims4Home.co.uk)

## **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.

## **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 [Sims4home.co.uk/terms](https://sims4home.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.

For further information, or answers to queries, please send an email to [admin@sims4home.com](mailto:admin@sims4home.com) or write to:

DPA Officer  
Sims4Home  
Teleport Station  
Great North Road  
Brookmans Park  
Hertfordshire  
AL9 6NE

## **Lost and stolen SIM cards**

Visit [Sims4Home.co.uk](https://sims4home.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.

## **Network reliability**

The networks 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 Sims4Home mobile. When you're outside of coverage on the 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 [Sims4Home.co.uk/terms](https://sims4home.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.