

## Code of Practice.

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

**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 of Practice 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 of Practice 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 [superdrugmobile.com/terms](https://superdrugmobile.com/terms).

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

Superdrug Mobile is a trading name of Superdrug Stores plc. We're a UK mobile virtual network operator that uses the Three network, and our head office is in Croydon.

We provide 3G (third generation) and 4G (fourth 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 while putting you in control of your account at [superdrugmobile.com](https://superdrugmobile.com).

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

### **Online form or webchat**

You can contact us by completing the contact form at [superdrugmobile.com/contact-us](https://superdrugmobile.com/contact-us) or by chatting to an advisor using our webchat service - just click on "Live Chat".

### **By post**

The Superdrug Mobile Customer Team  
51 Sydenham Road  
Croydon Surrey  
CR0 2EU

## **Ways to join us**

You need to be a Health & Beautycard member in order to join Superdrug Mobile. You can either buy a SIM card in store, or head over to [superdrugmobile.com](https://superdrugmobile.com) and sign up for there. If you're not an existing Health & Beautycard member, you can sign up when you buy your SIM. We will have you online in no time.

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

We offer a SIM-only, pay upfront deal. So there's no minimum contract and no monthly bills to worry about. We only have one plan, so no difficult contract decisions. If you run out of data, you can add to it at any time, or take the worry away by adding a recurring add on.

All plans include unlimited calls and texts. Unlimited calls include: standard UK landlines (starting 01, 02 and 03), freephone numbers (starting 080) and standard UK Mobiles (starting 07). Each plan lasts a calendar month.

If you don't use all of your data within this time we'll roll it over into the next month, as long as you still have an active plan. Data will last for two calendar months.

For calls that aren't included in your plan you can buy a cash add-on. As long as you have an active plan, this won't expire until you've used it all. The type of calls you can make with this credit are numbers starting with 084 or 087 and non-emergency numbers, like 101. Premium numbers (starting with 09) are not available with Superdrug Mobile.

To buy an add-on and for further details on how it all works visit [Superdrugmobile.com](http://Superdrugmobile.com)

### **Number Portability:**

If you want to move your existing mobile phone number to us you'll need to do the following:

1. Contact your old service provider and ask for a PAC (Port Authorisation Code). They must give you the PAC, or a reason why it cannot be issued, within 2 hours of your request. Usually they will be able to provide your PAC over the phone or by SMS, and may also follow this up in writing.
2. Once you have your PAC, you'll need to give it to us before we can move your number over. Log in to [superdrugmobile.com](http://superdrugmobile.com) and enter your PAC and mobile number into the 'Transfer your number' form. Your PAC is valid for a period of 30 calendar days and your request must be submitted to us within this time. If you don't give us your PAC within that time, you'll need to ask your old service provider for a new one.
3. If you ask for your number to be moved before 5pm Monday-Friday (excluding bank holidays), it should be moved during the next working day. If you ask to move your number outside of these times, we'll process your request ASAP on the next working day, and let you know when your number will be moved over.

Remember, if you transfer your number while you're still in the minimum term of your contract with your old provider, you might be liable for payments under that contract. However, you are entitled to request and receive your PAC at any time regardless of any payments that may be due

to your provider under your contract.

If you are a Superdrug mobile customer and you want to move your number to another service provider, go to [superdrugmobile.com](https://superdrugmobile.com) to get your PAC code. It will be valid for 30 calendar days. You'll need to give your PAC to your new service provider to move your number to that network. If you don't use your PAC within those 30 days, your account with us will remain active.

### **Keeping you up to date**

We want to keep notifications to a minimum, but we'll send you a text and perhaps an email when there's something you need to do.

### **Your privacy**

We take privacy seriously. The categories of personal data that we process depend on how you use our services. We use your personal data to align our online and in store services with your preferences, to provide you with purchases and services, to deal with your requests, to contact you regarding tailored products and services which may be of interest to you, to provide prize draws or competitions, or to carry out relevant administrative services. All personal data is processed in accordance with applicable data protection laws. For a full version of our Privacy Policy, please see [Privacy Policy](#).

### **Lost and stolen SIM cards**

Visit [superdrugmobile.com](https://superdrugmobile.com) 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.

### **Our Network reliability**

The network 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 Superdrug Mobile. When you're outside of coverage on our 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 Ts & Cs - available at [superdrugmobile.com/terms](https://superdrugmobile.com/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. If you've got a question about our compliance with this code, please write to:

The Superdrug Mobile Customer Team  
51 Sydenham Road  
Croydon Surrey  
CR0 2EU

Or email your question to [help@superdrugmobile.com](mailto:help@superdrugmobile.com)