

Regulatory

Last update dated on 1st February 2024

Our Code of Practice

As a provider of electronic communications and voice services, we are required by Ofcom to develop and publish a code of practice setting out the key information concerning the services we provide to you. This code sets out this information. For our complaint's procedure, please refer to our Customer Complaints Code.

The AY SECURITY LTD Code of Practice

This Code of Practice is published by AY SECURITY LTD (referred to as AY SECURITY in this Code).

This code of practice does not remove any of your legal rights as a customer, nor does it form part of a contract between you and AY SECURITY.

1. This Code of Practice aims to provide:

An introduction to AY SECURITY

Information on the services we offer

Information on our sales and marketing activities

Information on billing and pricing issues

How to contact AY SECURITY

How to make a complaint

Information on premium rate services

Information on number translation services

Information and contact details for telecommunications regulatory bodies such as Ofcom

2. Introduction to AY SECURITY

AY SECURITY Limited is a company registered in England with company number 07262431. Our registered office is located at the 71-75 Shelton Street, Covent Garden, London WC2H 9JQ, United Kingdom.

Please see our website <http://www.aysecurity.co.uk> for further information.

AY SECURITY provides mobile telecommunication services within the UK to customers. Its primary area of focus is the United Kingdom.

AY SECURITY is committed to making every reasonable effort to supply this Code of Practice in a suitable format, therefore, if you require assistance or a different electronic version, please contact our customer service centre free from an AY SECURITY on

- support@aysecurity.co.uk
- +44 208 089 9988

3. Our core services and products

AY SECURITY offers a range of Mobile Telecommunication Services. We provide mobile voice and data communications services in the UK, and in other countries through roaming agreements with other mobile networks which our third party network provider uses. AY SECURITY aggregates telecoms traffic and communication solutions to be able to attract economies of scale. These generated savings are passed on to our customers in the form of

better value solutions.

Below is a brief description of AY SECURITY's core products and services:

Voice calls - AY SECURITY provide a mobile telephony service enabling you to make or receive calls, and to send and receive data by a mobile telecommunications network. These services are available subject to terms of the calling plan you sign up to.

Pay As You Go AYSIM - allows you to make low cost, high quality and secure calls to UK and international landline or mobile numbers, including roaming, direct from your mobile handset. Calls are paid for by credit purchased in advance by a variety of methods including bank transfer by Faster Payment or International transfer and PayPal web payments.

AYSIM have 5 (five) type of bundels:

Pay Monthly AYSIM - allows you to prepay a monthly fee an inclusive allowance of unlimited calls to international landline or mobile numbers in the country of your choice, including roaming, direct from your mobile handsets.

Pay 3 (three) Months AYSIM - allows you to prepay a 3 months fee an inclusive allowance of unlimited calls to international landline or mobile numbers in the country of your choice, including roaming, direct from your mobile handsets.

Pay 6 (six) Months AYSIM - allows you to prepay a 6 months fee an inclusive allowance of unlimited calls to international landline or mobile numbers in the country of your choice, including roaming, direct from your mobile handsets.

Pay 9 (nine) Months AYSIM - allows you to prepay a 9 months fee an inclusive allowance of unlimited calls to international landline or mobile numbers in the country of your choice, including roaming, direct from your mobile handsets.

Pay 12 (twelve) Months AYSIM - allows you to prepay a 12 months fee an inclusive allowance of unlimited calls to international landline or mobile numbers in the country of your choice, including roaming, direct from your mobile handsets.

Other mobile services:

Voicemail – Picture messaging (MMS) not allows and not supported regarding the confidentiality of messages cannot be guaranteed.

Text (SMS) include all bundles – allow and you to pay a fixed charge for a fixed number of text messages. This service is available subject to terms of the client requirements. calling Handsets - AY SECURITY offer a AYPhone handset which can be purchased and used in conjunction with every bundels 1 Month, 3 Months, 6 Months, 9 Months and 12 Months of AYSIMs.

Allocating your mobile phone number - AY SECURITY will allocate a mobile telephone number for you to use on the mobile network. The number does not belong to you and may only be transferred to another service provider in certain circumstances. Further details are available on request from our customer service centre free from an AY SECURITY on

- support@aysecurity.co.uk
- +44 208 089 9988

Number porting – you can easily move your current mobile number to AY SECURITY from any of the UK's major networks including: O2, Everything Everywhere, Vodafone, Three and Virgin Mobile, Lyca Mobile, Lebara. To move your number when you switch to AY SECURITY you will need to ask your existing mobile company for a PAC (Porting Authorisation Code) before you cancel your service with them. This is the reference number you will need to give us so that we can transfer your number to AY SECURITY.

4. Sales and marketing activities

Products and services are sold primarily through independent retailers or online.

When we undertake sales and marketing activities we are committed to giving outstanding service, it is essential that our customers understand the services offered and the contract they are making.

We work to the principles within the British Code of Advertising, Sales Promotion, and Direct Marketing, which may be found on the website www.cap.org.uk.

5. Contract Conditions

Our Pay As You Go AYSIM is a prepay service which has no minimum contract period and no need for cancellation.

If you do not use the Pay As You Go AYSIM Services for a period of 365 days, your contract will be deemed to have been terminated by you. Upon termination for whatever reason, AY SECURITY is under no obligation to refund you any call credit that is on your phone at the date of termination. For more information see on our website at <http://www.aysecurity.co.uk>.

6. Credit Vetting

Our Pay Monthly service requires a credit check. Information about how your details are used for credit checking and for fraud prevention is available at time of purchase. AY SECURITY will disclose to credit reference agencies and fraud prevention agencies details of your agreement with us, including any change of address, payments you make, account balances, payment defaults, disputes and queries. We, and other organisations, may use this information to help make decisions about other credit applications made by you or other members of your household with whom you are linked financially and to protect both our business and our customers from fraudulent activity. Any information we hold may also be used for debt tracing and claims assessments. In the event that you do not pay us in full and on time, we may tell credit reference agencies who will record the outstanding debt. For further details on how we use your information, please refer to the AY SECURITY Privacy Policy on our website <http://www.aysecurity.co.uk/privacy-policy>.

7. Tariffs

AY SECURITY send its prices follow client's request. If you would prefer a paper copy please contact our customer service centre free from a AY SECURITY

- support@aysecurity.co.uk
- +44 208 089 9988

8. Billing and Payments

AY SECURITY takes invoicing seriously. When invoices are prepared they are checked against contracted pricing and, where relevant, the recorded usage to ensure the invoice has been calculated correctly. Purchases or other charges from 3rd parties will be detailed as a "Data Content Purchase". All payments are made to AY SECURITY LTD. If you are a Pay Monthly customer your bill will be sent to your email address once a month on your billing date. You can request a paper bill to be sent to you by post, but AY SECURITY will request a one-off payment of £10 for each bill posted.

Payments are made by Direct Debit. You can only use your own personal UK bank account details to register for a pay-monthly contract. The date when we collect the amount due will be clearly shown on the front of your bill and will be around 10 days after the date of your bill.

When you Pay Monthly by Direct Debit, we'll set a credit limit on your account. This limit is set to ensure you don't accidentally spend more than you planned to. We'll review your credit limit regularly to make sure it's set at the right level for you. Although we'll do our best to let you know when you're near your limit, you shouldn't rely on your credit limit for your own

budgeting, since it might not always be possible to reach you. If you do go over your limit your phone may be temporarily suspended. If this happens you will need to make an interim payment.

It's not a good idea to rely on your credit limit, whether you're at home or abroad. Calls made abroad can take us a little longer to process which means you could easily go over your limit. If you do, you'll still have to pay for all of the charges.

If you have a query relating to your bill or need advice, information or assistance on pricing please contact our customer services centre free from an AY SECURITY on

- support@aysecurity.co.uk
- +44 208 089 9988

Should your request require escalation, it may be forwarded to our Accounts team for resolution.

9. Compensation or refund policy

Refunds (where applicable) will be credited to the card used for the original purchase after receipt of the returned equipment and satisfactory inspection by us. Please allow 30 days for the refund.

10. Suspending your service

If you are a Pay Monthly customer and your Direct Debit fails your service will be suspended.

- support@aysecurity.co.uk
- +44 208 089 9988

Please pay with a credit or debit card or bank transfer for recover your services back online.

11. Privacy and Data Protection

We know that privacy is very important to our customers and we aim to respect and protect that at all times. Please read our privacy statement available on our website <http://www.aysecurity.co.uk/privacy-policy>.

We may collect personal information about you from various sources. These may include:
The customer agreement, i.e. the agreement that you sign when you take a service from AY SECURITY – this may include your name, address, other contact details and banking details.
Details you give if you contact us with an enquiry.

Direct marketing organisations.

Other publicly available sources such as the electoral roll.

AY SECURITY is registered under the Data Protection Act and takes all reasonable steps to ensure there is no unauthorised access to your personal data.

We may use the personal data we hold to promote our products and services but we will not pass them to any third party organisations for marketing purposes unless you have authorised us to do so.

In some circumstances we may supply information to organisations such as the police and other governmental agencies where the law requires us to do this.

We may record phone conversations for training purposes or to provide evidence of a transaction.

If you wish to know what personal information we hold on you, you can get this by writing to: Data Controller, AY SECURITY LTD, 71-75 Shelton Street, Covent Garden, London WC2H 9JQ, United Kingdom.

- support@aysecurity.co.uk
- +44 208 089 9988

You may wish to stop unsolicited telemarketing calls from other organisations. If you register with the Telephone Preference Service (TPS) this may prevent some of these calls. The contact details for the TPS can be found in the useful contacts section below.

12. Customer Services

Fault Management

We aim to provide you with all the help you need to understand how to use the services and to help you with any technical problems you may experience. We intend to resolve faults as soon as reasonably possible. If you have any technical questions simply call us free from a AY SECURITY on

- support@aysecurity.co.uk
- +44 208 089 9988

Faults can be reported free of charge, 24 hours a day, 365 days a year. Engineers, however, attend faults between the hours of 8.00am to 6.00pm excluding national and public holidays.

Faults can occur on the AY SECURITY network, or on one of our suppliers' networks or equipment. If a fault is reported during normal working hours, AY SECURITY will try to establish the location and cause of the fault straight away.

If you are not satisfied

We are committed to providing you with excellent customer service. However, in the event that you are not satisfied with the manner in which we are handling an issue that you have brought to our attention, we have a comprehensive complaint handling procedure, which includes escalation to independent agencies in the event that you are unhappy with the outcome of a complaint.

When you call a customer service consultant will try to solve the problem as quickly as possible, preferably during your phone call and where this is not possible, will agree a course of action with you. Invoicing queries may take a little while to resolve.

If you are not happy with the response you receive you may ask for the matter to be referred to the appropriate senior manager for further investigation. The matter will be investigated by the appropriate manager and you will receive a response within 3 working days.

We believe it is in your and our best interests to try to resolve any dispute without outside assistance, and you may be assured that we will devote sufficient resource to attempting to resolve any issues that may arise between us.

If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint to the Ombudsman Service: Communications, an independent alternative dispute resolution scheme (contact details are set out below). Alternatively if after

8 weeks your complaint remains unresolved you can contact the Ombudsman Service: Communications scheme directly.

How to contact us

If you need advice, information or assistance on any products and services or this Code of Practice, please call us free from a AY SECURITY on

- support@aysecurity.co.uk
- +44 208 089 9988

Or write to us at the following address:

Customer Support

AY Security Ltd

71-75 Shelton Street, Covent Garden, London WC2H 9JQ, United Kingdom.

13. Premium-rate services

AYSIM is not allowed make a call to any Premium-rate numbers.

Premium-rate services have dialling codes starting with 09xx or 0871 and are charged at a higher rate than normal calls. They might include:

Recorded information – for example, traffic reports, competitions, voting, chatlines and things that you can download, such as ringtones.

Live services – for example, advice lines.

The company providing these services is known as a ‘service provider’.

Directory enquiry services with numbers that start with 118 are also classed as premium-rate services. The extra cost of the call is paid to the organisation offering that particular 118 service. The network operator who gives them the 118 number will also take a share of the price to cover the cost of carrying the 118 calls.

14. PhonepayPlus

PhonepayPlus regulates premium-rate services. It publishes a code of practice that providers of premium-rate services must follow. This includes rules on advertising and promoting premium-rate services. PhonepayPlus may be able to help you if you’ve a complaint about a premium-rate service.

PhonepayPlus (see ‘Other contacts’ for their contact details) regulates the content of premium rate services and how they’re advertised. It’s responsible for investigating complaints about the way premium-rate services are advertised or run, or the way information received using a premium-rate call has been presented. PhonepayPlus can’t give compensation for calls made to recorded information premium-rate numbers. It may be able to give details of the service provider.

15. Number Translation Services

Number Translation Services (NTS) are calls to numbers shown in the National Telephone Numbering Plan as ‘special services’. The National Telephone Numbering Plan is the UK’s list of numbers that Ofcom has allocated to phone companies. The ‘special services’ include: 08 numbers, such as 0845 and 0870.

0500 freephone numbers (but not calls to 0808 99 numbers for flat-rate internet access calls).

070 personal numbers (numbers beginning 070 that are not mobile numbers).

Complaints about Number Translation Services

What we can do for you:

We publish charges for Number Translation Services calls on our website and in our published price list.

We can give details of:

Any call charges that apply for calls to freephone numbers, including details of when those charges will apply.

Call charges for NTS calls that vary by time of day (for example, '08xx calls cost x pence a minute, including VAT, during weekday evenings').

16. Some Other Useful Information and Contacts

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

Phone: 0330 440 1614, 0192 543 0049 or 0845 050 1614*

Fax: 0330 440 1615 or 0192 543 0059

Textphone: 0845 051 1513* or 0330 440 1600

Email: enquiries@os-communications.org

Website: www.ombudsman-services.org/communications.html

PhonepayPlus (regulator of premium-rate services)

Freepost WC5468

London

SE1 2BR

Phone: 0800 500 212 (8am to 6pm, Monday to Friday)

Website: www.phonepayplus.org.uk

Ofcom (Office of Communications)

Ofcom Contact Centre

Riverside House

Southwark Bridge Road

London

SE1 9HA

Phone: 0300 123 3000

Website: www.ofcom.org.uk

Telephone Preference Service (TPS)

DMA House

70 Margaret Street

London

W1W 8SS

Phone: 0845 070 0707*

Email: tps@dma.org.uk

Website: www.tpsonline.org.uk

*Calls to '0845' and '0870' numbers are charged at a national rate from BT Landlines, other network operators' charges may vary, calls from mobiles may cost significantly more.

Federal Communications Commission

45 L Street NE

Washington, DC 20554

Website: <https://www.fcc.gov/about/contact>

About Robocalls

Robocalls are calls made with an autodialer or that contain a message made with a prerecorded or artificial voice.

Advances in technology have unfortunately allowed illegal and spoofed robocalls to be made from anywhere in the world and more cheaply and easily than ever before. That's why it's become more of a problem for consumers, and a more difficult problem to solve.

Keep in mind that many robocalls are legal. While we have taken several actions, and continue to work on reducing illegal robocalls, it is a difficult problem that requires complex solutions. The most complex part is identifying the illegal calls in real time to be able to block them without blocking lawful calls.

Where should I file my unwanted call complaint?

Consumers can file complaints with the FCC by going to [fcc.gov/complaints](https://www.fcc.gov/complaints). You should choose the phone form and the unwanted calls issue for all complaints involving unwanted calls, including if your number is being spoofed, blocked, or labeled.

If you have a complaint about telephone fraud or telemarketers who have disregarded the Do Not Call list, we also encourage you to file a complaint with [the FTC](https://www.ftc.gov).

If the unwanted call is an IRS scam, we also encourage you to file your complaint with the Treasury Inspector General for Tax Administration (TIGTA) at www.tigta.gov or call 1-800-366-4484.

Information Commissioner's Office

The ICO is the UK's independent body set up to uphold information rights.

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0303 123 1113 F. 01625 524510

Website: www.ico.org.uk