

Code of Practice - NOW Broadband & NOW Calls

NOW is a trading name of Sky UK Limited, Sky UK Limited is registered in England (No. 2906991).

Registered office:

Grant Way,

Isleworth,

Middlesex,

TW7 5QD

UK

Description of the NOW Calls service

NOW Calls is NOW's home telephony service. The service includes a line rental subscription plus a choice of 'call plans' & 'calling features'. The NOW Calls service is not intended for business use.

NOW Calls is a subscription-based service whereby customers pay a monthly Line Rental fee. A choice of call plans/features may be selected and may involve additional monthly fees.

For the most current information on prices & package details, please visit:

<http://help.nowtv.com/article/how-much-do-calls-cost>

NOW Calls currently has no associated maintenance charge. If you experience a problem with your service, please call NOW Calls customer services on 0330 332 3050. We try to resolve any faults within five working days of receiving notice of the fault from you.

Some NOW Calls services have minimum terms, the length of which is as agreed when you place your order and will be confirmed by us in writing shortly after you have placed your order. For full details on contractual terms please visit: <https://watch.nowtv.com/terms>

For details on how to make a complaint about the NOW Calls service (including information on our dispute resolution process), please visit: <http://help.nowtv.com/article/how-to-make-a-complaint>

NOW Calls - Number Translation and Premium Rate Services (08xx, 09xx numbers)

For details on prices relating to calls made to numbers beginning 08 and 09, please visit:

<http://help.nowtv.com/article/how-much-do-calls-cost>

0870 calls are included within inclusive UK call minutes, where relevant.

Description of the NOW Broadband service

NOW Broadband is NOW's home broadband service. There are a number of different broadband services available from NOW Broadband (dependent on location) with differing monthly subscription charges. The NOW Broadband service is not intended for business use.

For the most current information on prices & package details, please visit:

<http://nowtv.com/broadband>

NOW Broadband currently has no associated maintenance charge. If you experience a problem with your service, please call NOW Broadband customer services on 0330 332 3050. We try to resolve any faults within five working days of receiving notice of the fault from you.

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