

TO THE MOON MOBILE CUSTOMER COMPLAINT CODE

This Code describes the procedures for the handling of complaints made by customers of To The Moon Mobile (“customers” or “you”). We endeavour to ensure that all complaints are resolved to your satisfaction in a timely manner.

Contacting us

Please contact us if you have a complaint or query. You can contact us in the following ways:

- **By telephone:** You can contact us by telephoning our customer service team on 1200 from the TTMM mobile network, or 02031730500 from a landline or non-TTMM mobile network.
- **By email:** You can email us at customerservice@tothemoonmobile.com
- **By post:** You can send us a letter to: 60 Cannon Street, London, EC4N 6NP
- You can also contact us in the ways set out in our Help pages on our website.

Complaints handling procedure

We will work closely with you to resolve any disputes that may arise. In particular, we will take the following steps:

- Upon receiving your complaint, we will contact you as soon as possible to understand the facts behind your complaint.
- Where possible, we will try to resolve your complaint at the first instance – for example, if you contact us by telephone, we will try and resolve the issue on that call if possible.
- If we need to investigate any claims you make, we will aim to do this within 4 weeks.
- If we are unable to resolve the complaint at the first instance, or within 4 weeks of commencing an investigation, you are entitled to request that the complaint be escalated.
- If your complaint is escalated, we aim to resolve your complaint within a further 4 weeks.
- At the conclusion of our investigation, we will let you know the outcome, and clarify any action we plan to take to resolve the dispute.

ADR Scheme – CISAS

To The Moon Mobile is a member of an approved Alternate Dispute Resolution (ADR) Scheme, operated by the Communication & Internet Services Adjudication Scheme (CISAS).

If (a) we have not resolved your complaint within 8 weeks of you contacting us, or (b) you are not satisfied with the outcome of any complaint process, and you let us know you are not satisfied, we will send you an ADR letter, by post or email. Once you receive your ADR letter, you may refer the dispute to CISAS. To contact CISAS, please visit their website at <https://www.cedr.com/consumer/cisas/> or call on 020 7520 3814.

You are entitled to use the CISAS ADR Scheme free of charge.

CISAS is independent of To The Moon Mobile.

Request a copy

Please contact us using the contact details at the beginning of this Code if you would like us to send you a copy.