



Ofcom General Condition C8 obligation summary

Woav takes its regulatory obligations extremely seriously and in accordance with Ofcom's General Condition C8.3 has published this summary of our obligations under General Condition C8.

When selling our mobile product, we commit to providing information that is not misleading and, on request, in a durable medium for any customer. When discussing a contract, we ensure that we are discussing the terms with an authorised individual who intends to enter into a contract and will provide the following information:

1. Our legal entity and appropriate contact details;
2. A description of our mobile service, including the key charges;
3. Our payment terms;
4. The customer's right to terminate pre-live and any early termination charges once the contract has begun;
5. An approximate start date for the service;
6. The length of the fixed term.

The above applies to any **Mobile Service Retailer** we may appoint and to any sales incentive that a **Mobile Service Retailer** may offer on our behalf.

We will also carry out due diligence on any **Mobile Service Retailer** prior to their appointment, take appropriate measures to keep any due diligence information up to date and monitor their compliance with **Ofcom General Condition C8**. Any information obtained as part of monitoring compliance will be entirely confidential and used only for the purpose that it was recorded. It will not be passed on to any party that could gain a competitive advantage from said information.

We fulfil our obligation to ensure that a mobile service is available to every customer who we contract with for mobile services. Our internal process and staff training is appropriate to allow compliance with **General Condition C8**.