



Information that must be communicated in a telesales script BEFORE customer agrees to enter into the contract:

- Make clear ID of dealer and purpose of call (marketing)
 - (Hi, this is [company name, an authorised dealer of 3, calling about a great offer for you on 3..."). You must also give the customer your address and either your telephone number, fax or email contact details during the call in addition to your company name.
- Give customer details of the Device (including price (if applicable))
 - details of device (handset/modem/laptop) are essentially:
 - make
 - model
 - colour
 - any key details for the device - memory of laptop, megapixel of camera phone etc
 - price of device (including any delivery charges)
 - any terms that apply to the supply of the device (including when you will deliver it);
- Tariff/Add-on Details
 - Tell the customer their service contract is with 3 and give them details of 3 (Hutchison 3G UK Limited, trading as 3 etc);
 - Tariff/add-on Name
 - Monthly Charges for Tariff/Add-on
 - (must tell customer total charge per month if they are taking a tariff plus an add-on)
 - Minimum Term
 - (for both Tariff & Add-on (if add-on has different minimum term to Tariff))
 - Inclusive Allowance Details
 - (for Tariff & any Add-on)
 - if any allowance is "unlimited" must mention that it is subject to fair use policy and give details of fair use policy)
 - Out of Bundle Charges - tell the customer about the out of bundle charges that apply to their tariff.
 - Sales Incentives
 - Tell customer the details of any sales incentives being offered including any key terms of that sales incentives for both 3 and any sales incentives you are offering the customer yourself.
 - You must be clear about which sales incentives are offered by 3 and the terms for those - for example
 - Unlimited texts (UK texts only AND subject to fair use policy of 3000 texts per month)
 - Unlimited 3 to 3 minutes (3 to 3 UK only AND subject to fair use policy of 2000 minutes per month).
 - You must be clear about any sales incentives you are offering and the terms for those sales incentives/how the customer can obtain the sales incentive (N.B. any terms of your sales incentives cannot be too onerous or restrictive).
- Key terms summary:
 - Must read out to customers a summary of the key terms for 3's services (see attached)
- Payment Terms
 - Tell customer payments taken monthly by DD using details the customer has given us
 - Refer customers to the fact that the charges for calls, texts messages etc outside of their allowance with their price plan or add-on are detailed in our Price Guide which can be found on three.co.uk.
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- Commencement date for service
 - When will the service start/the SIM be activated.



- Tell the customer about their cancellation right and the procedure to cancel (including our Care3 money back guarantee policy)
- Carry out Customer Verification
 - Follow our standard customer verification and credit check process if the customer still wants to proceed.