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**General Condition 23 on Sales and Marketing of Mobile Telephony Services**

Under the General Condition 23 on Sales and Marketing of Telephony Services, Connect Comms are required to publish a comprehensive summary of our obligations under this Condition on our website.

We will never engage in dishonest, misleading or deceptive conduct, we will never engage in aggressive conduct; nor will we ever contact a Customer in an inappropriate manner. If for any reason you feel that you have been contacted in the manner of the above, please report this immediately to our Operations Director.

**Records Retention**

We will retain records regarding the sale of any services provided for a period of no less than six months and, where applicable, about a related sales incentive. More information regarding our retention periods is contained within our records retention and data protection policies.

**Training**

We will ensure that all our employees are aware of, have read and signed that they have understood the General Condition 23 on Sales and Marketing of Mobile Telephony Services as part of our employee onboarding journey.

**Information at Point of Sale**

We will ensure that all Customers are provided with clear, comprehensible and accurate information via letter or email regarding:

1. Where any sales incentive offer is made (via telephone, in person or otherwise). We will confirm:
* The identity of the legal entity which makes the offer and undertakes to meet the obligations tied to the offer, and its contact details;
* A description of the sales incentive itself; and
* The terms and conditions of the sales incentive, in detail and clearly explained as to the process that the Customer has to follow to obtain the incentive.
1. Where entering or amending a contract for mobile telephony services. We will ensure that the Customer:
* Is authorised to do so;
* Intends to ensure into the contract;
* Is provided with the legal entity in which the Customer is contracting with, and its contact details; and
* A description of the mobile telephony service, the key charges, payment terms, any termination rights and procedures, the provision and service start dates and any minimum contract period.

A full copy of the General Condition 23 on Sales and Marketing of Mobile Telephony Services is available here:

<https://www.ofcom.org.uk/__data/assets/pdf_file/0028/86275/General_Condition_23.pdf>