

# Customer Code of Practice

Version 2.0 | Effective from 1 September 2026 | [www.rocket-fibre.co.uk](http://www.rocket-fibre.co.uk)

## 1. About this code

**1.1** This code is a plain-English guide for our residential and small business customers to the services we provide, how to contact us, what you can expect from us, and the help available if you need it. It is published by Rocket Fibre Ltd (registered number 12821973, registered office Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG). In this code “we”, “us” and “our” mean Rocket Fibre Ltd, trading as Rocket Fibre.

**1.2** The code is guidance. Your contract with us is made up of your Order, the Contract Summary and Contract Information we give you before you order, our Residential Terms and Conditions (or your business contract) and our price list, and if anything in this code differs from those documents, they apply. Where the Terms and Conditions refer to this code, for example for the additional support described in section 9 and the power cut arrangements in section 6, the code sets out what we provide.

**1.3** We are regulated by Ofcom and comply with the General Conditions of Entitlement, which set the rules communications providers must follow on contracts, switching, complaints and support for customers who need extra help. We are a member of the Communications Ombudsman, the independent dispute resolution scheme approved by Ofcom. This code is available on our website, and we will send a paper copy, or a copy in large print, braille, audio or an accessible electronic format, free of charge if you ask.

## 2. Contacting us

**2.1** Customer Services is available by telephone on 0330 1227 711, Monday to Friday 9am to 5pm and Saturday 9am to 4pm, excluding public holidays; by email at [hello@rocket-fibre.co.uk](mailto:hello@rocket-fibre.co.uk); through the customer portal at [portal.rocket-fibre.co.uk](http://portal.rocket-fibre.co.uk), where you can also see your bills, manage your account and open a ticket at any time; and by post to Rocket Fibre Ltd, Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG. Calls to 0330 numbers cost the same as calls to 01 and 02 numbers and are included in inclusive minutes.

**2.2** Outside our opening hours you can report a fault or raise a ticket through the portal or by email, and we will pick it up when we reopen. Our network is monitored continuously, so a fault affecting many customers is usually being worked on before it is reported.

**2.3** Our staff and engineers carry company identification, and the engineers of the Infrastructure Provider whose network serves your premises carry their own company identification. If someone calls at your home claiming to be from us and you are not expecting them, ask to see their identification, and if you are in any doubt do not let them in and call us. We will never ask you for your full password or full card details, and we will never ask you to pay by a method that is not shown on your bill or in the portal.

## 3. Our services

**3.1 Broadband.** We provide full fibre broadband to your premises over the fibre network of an Infrastructure Provider, named in your Order, connected to our own network. The packages and speeds available at your address are shown when you check availability on our website. Speeds are measured at the Router over a wired connection; performance over Wi-Fi depends on your home and devices. We supply a Router unless you choose to use your own, and a static IP address is available as an Additional Service. There are no usage limits on our broadband, and our Traffic Management Policy explains how we run our network.

**3.2 Telephone.** Our Voice Services are carried over your broadband connection rather than a traditional telephone line, with a choice of call packages shown on our website. You can keep your existing number when you join us, and take it with you if you leave. Because the service depends on power at your premises, please read section 6 on power cuts and emergency calls before you rely on it.

**3.3 Mobile.** Our mobile services are carried on the network of a UK mobile network operator, with the allowances, coverage and terms shown on the mobile pages of our website and in your mobile tariff.

**3.4 Business customers.** This code applies in full to small businesses with ten or fewer employees. Larger business, wholesale and colocation customers are served under their own contracts, and our Complaints Code of Practice explains how their complaints are handled.

## 4. Ordering and your contract

**4.1** Before you commit to an order we give you a Contract Summary and Contract Information, as Ofcom requires, setting out the price, the minimum period, the speeds you can expect, and how to cancel. Your contract starts when we accept your Order, which we confirm by email. You must be at least 18 and the occupier of the premises, or have the occupier's permission. Acceptance may depend on a credit check, and we may ask for a deposit where a check indicates a risk; our Privacy Policy explains how credit reference and fraud prevention agencies are used.

**4.2** Your Monthly Fee is fixed for your minimum period. We do not make inflation-linked or percentage-based price increases at any time. If we ever change your price or your terms in a way that is not to your benefit, we will give you at least 30 days' notice and you can leave without paying a Cancellation Charge.

**4.3** Your minimum period is stated in your Order and never rolls into a new one automatically: a new minimum period starts only if you agree one with us. Between 10 and 40 days before your minimum period ends we will send you an end-of-contract notification explaining what will change, what you would pay if you did nothing, and our best available deals. If you stay with us out of contract we will remind you of our best tariffs at least once a year.

**4.4** If you order online, by telephone or from an agent, you have 14 days from the day the contract is made to cancel for any reason, using the model cancellation form in your order confirmation or by any clear statement to us. We will not activate your service inside that period unless you ask us to when you order; if you do and then cancel, you pay only for the days of service you have had and any completed installation, and you must return the Router.

**4.5** If your order includes installation we will agree an appointment with you. Someone aged 18 or over must be present, and we ask for 24 hours' notice to change an appointment; a missed appointment, or one where the engineer cannot get access, is charged at £120. If the Infrastructure Provider finds that extra work is needed, such as new ducting, we will tell you the cost before it is done and you can cancel without charge if you would rather not proceed. Your Target Activation Date is our best estimate, and we will tell you promptly if it changes.

## 5. Bills and payment

**5.1** We bill monthly by email, with VAT invoices available in the portal. The Monthly Fee is billed in advance and call charges in arrears. Please keep your billing email address up to date.

**5.2** Payment is by debit or credit card. When you add a card we store it securely with our payment provider and take each month's payment from it when it is due, as your Terms and Conditions explain. We do not accept Direct Debit, bank transfer, cheque or cash for residential services, and you need to keep at least one valid card on your account.

**5.3** If a payment fails we will tell you. A late payment fee of £25 applies to an unpaid invoice, we may suspend the service if payment is still outstanding five days after the due date, and we may end the contract after 30 days, in which case any Cancellation Charge becomes payable. Service is restored once everything overdue has been paid.

**5.4** If you are finding it hard to pay, please tell us before a payment is missed. We will talk through the options, which can include a payment arrangement, and we will treat you with understanding. Free, confidential debt advice is available from National Debtline, StepChange and Citizens Advice, whose details are in the schedule at the end of this code.

**5.5** If you think a bill is wrong, tell us as soon as you can and in any case within three months. Pay the part you are not disputing, and we will not take a disputed amount from your card while we look into it.

## 6. Power cuts, emergency calls and telecare

**6.1** Because the Voice Services run over your broadband, they will not work during a power cut or a broadband outage, and that includes calls to 999 and 112. A mobile phone, if you have one and have signal at home, will still reach the emergency services. Calls to 999 and 112 are free from any phone, and you can still make them if we have suspended your Voice Services.

**6.2** If anyone at your premises would depend on the landline to reach the emergency services in a power cut, for example because they have no mobile phone or no mobile signal at home, or because of age, disability or a health condition, please tell us. We will provide a battery back-up unit, or another suitable solution, free of charge, which allows emergency calls to be made for at least one hour during a power cut. We will explain how to check that it is working and will replace it if it fails. If you do not meet those criteria you can still buy a battery back-up unit from us at the price in our price list.

**6.3** Telecare and health pendant alarms, monitored burglar and fire alarms, lift lines and similar devices that were designed for a traditional telephone line may not work over a broadband-based line. Before you order, check with the provider of any such device that it will work, and tell us that you have one so that we can record it and take it into account if there is ever a fault or a change to your service.

**6.4** When you take a Voice Service we register your name, address and number so that the emergency services can identify your location if you call 999 or 112. The service is provided for use at your premises only; if you move the equipment elsewhere the address given to the emergency services may be wrong. If you are deaf or have difficulty speaking you can contact the emergency services by text through Relay UK by dialling 18000, by British Sign Language video through 999 BSL, or, from a mobile that has been registered by texting "register" to 999, by text message to 999.

## 7. Keeping your number, switching and moving home

**7.1** You can bring your existing telephone number to us, and you can take your number to another provider at any time, including for one month after your contract with us ends. We act on porting requests promptly, and any third-party porting charge we pass on is shown in our price list and told to you before the port goes ahead.

**7.2** Switching between providers uses the One Touch Switch process. If you are joining us, simply place your order with us: we arrange the switch with your current provider, they send you the information Ofcom requires about what leaving will mean, and you do not need to contact them. If you are leaving us, your new provider manages the switch in the same way, we send you the switching information including any Cancellation Charge, and your contract with us ends on the switch date. You should never pay two providers for the same period. If a switch goes wrong and you lose service for more than one working day, or find yourself paying twice, tell us and we will put it right, including compensation where Ofcom's switching rules require it.

**7.3** If you are moving home, give us at least 30 days' notice. Where we can serve your new address we will move your services, your minimum period continues, and an Activation Charge may apply for the new connection. Clause 6.3 of your Terms and Conditions explains what happens if we cannot provide service at the new address.

**7.4** To end your contract, give us 30 days' notice through the portal, by email or by post. If you leave during your minimum period a Cancellation Charge equal to the remaining Monthly Fees applies, except where the Terms and Conditions say otherwise, for example if we have changed your terms or on bereavement. The Router must be returned within 14 days of the contract ending, in its box and with its accessories, or a non-return charge of £110 applies.

## 8. Faults, repairs and compensation

**8.1** If something stops working, first check that the Router and the fibre equipment are powered and switched on, then report the fault by telephone, through the portal or by email. We will diagnose it remotely where we can and, if it is on the Infrastructure Provider's network, raise it with them and keep you informed. Where an engineer visits and the fault is in your own equipment or wiring, no fault is found, or access is not given, a visit charge of £120 applies; we will remind you of this when the visit is booked.

**8.2** If you have a disability or health condition and rely on your service, you can ask for priority fault repair and we will give

your fault priority over others of the same type. Section 9 explains how to register for this.

**8.3** We give as much notice as we reasonably can of planned maintenance. Where a total loss of service caused by a fault on our own network lasts more than 72 hours after you report it, service credits apply under clause 17 of the Residential Terms and Conditions; claim within 30 days of the service being restored. We are not a signatory to Ofcom's voluntary automatic compensation scheme, so the credits in clause 17 are the compensation we offer for loss of service, and your legal rights as a consumer are unaffected.

## 9. Support if you need extra help

**9.1** If you are disabled, or your circumstances mean you need extra help, please tell us. We will record what you need, with your permission, so that you do not have to explain it every time you contact us, and we will review it with you regularly. Our staff are trained to recognise and support customers whose circumstances make them vulnerable, whether because of age, disability, illness, bereavement, financial difficulty or anything else.

**9.2** The support available includes: bills, contracts, this code and other documents in large print, braille, audio or an accessible electronic format, free of charge; priority fault repair, as described in clause 8.2; a nominated person, such as a family member or carer, who can manage your account and receive your bills on your behalf with your permission; contact by email, text or through the portal if telephone calls are difficult, and more time to make decisions; Relay UK for customers who are deaf, hard of hearing or have difficulty speaking, by dialling 18001 before the number, with calls through Relay UK charged at no more than standard rates; 999 BSL for British Sign Language users; a free directory enquiry service if you are blind or vision impaired and cannot use a printed or online directory; and the power cut support in section 6.

**9.3** If you would like any of these, contact Customer Services in whichever way suits you and we will set it up. There is no charge for any of them.

## 10. Nuisance, malicious and scam calls

**10.1** To reduce unwanted marketing calls, register free with the Telephone Preference Service. We screen our own marketing against the Telephone Preference Service and the Mailing Preference Service, and you can tell us at any time that you do not want marketing from us. Caller display, anonymous call rejection and call barring are available on the Voice Services on request.

**10.2** Malicious calls, including threats and abuse, can be a criminal offence. If you receive one, note the date and time and tell us and the police. We will help the police to trace calls where they ask us to.

**10.3** Scam calls and texts often claim to come from a broadband provider. We will never ask for your full password

or full card details, or ask you to install software or move money. Forward scam texts free to 7726, report scam calls to us, and report fraud to Action Fraud.

## 11. Premium rate and other chargeable numbers

**11.1** Calls to 084, 087, 09 and 118 numbers are charged at our access charge plus the service charge set by the organisation you are calling; both are shown in our price list, and the service charge should be displayed wherever the number is advertised. These services have been regulated by Ofcom since 1 February 2025 under the Regulation of Premium Rate Services Order 2024. If you have a problem with a premium rate service, contact the service provider first; Ofcom's website explains how to complain if that does not resolve it. You can ask us to bar calls to premium rate numbers from your line.

## 12. Your information, complaints and our conduct

**12.1** Our Privacy Policy explains what personal data we hold about you, how we use it, who we share it with and your rights, including our use of credit reference agencies and the recording of calls with Customer Services. Our Cookie Policy explains the cookies used on our website and portal.

**12.2** If something goes wrong, tell us and we will try to put it right. Our Complaints Code of Practice explains how to complain, the timescales we work to and how, if we have not resolved your complaint within six weeks or have told you we cannot resolve it, you can take it free of charge to the Communications Ombudsman.

**12.3** Our advertising complies with the Advertising Codes administered by the Advertising Standards Authority, and our sales practices comply with Ofcom's rules on the information you must be given before you sign up. Anyone selling on our behalf will say who they are and who they represent, carry identification, and never pressure you into a decision.

## 13. Changes to this code

**13.1** We review this code at least once a year and whenever our services or Ofcom's rules change. The version number and effective date are shown at the top, and the current version is always published on our website.

**13.2 Version history.** Version 1.0, 15 March 2025: original code. Version 2.0, 1 September 2026: rewritten to reflect the Residential Terms and Conditions version 3.0, card payment, One Touch Switch, Contract Summaries and end-of-contract notifications, the battery back-up and telecare arrangements, the support available under Ofcom's rules for customers who need extra help, Relay UK and 999 BSL, the six-week route to the Communications Ombudsman, and Ofcom's regulation of premium rate services.

## Schedule: useful contacts

The organisations below are independent of us. Calls to 0800 and 0808 numbers are free; calls to 0300, 0330 and 0345 numbers cost the same as calls to 01 and 02 numbers.

| Organisation                            | What they can help with                                                                                                                               | How to contact them                                                                                                                                               |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Rocket Fibre Customer Services</b>   | Anything about your account or services, faults, additional support, complaints.                                                                      | 0330 1227 711, <a href="mailto:hello@rocket-fibre.co.uk">hello@rocket-fibre.co.uk</a> , <a href="https://portal.rocket-fibre.co.uk">portal.rocket-fibre.co.uk</a> |
| <b>Communications Ombudsman</b>         | Independent resolution of complaints we have not resolved within six weeks or have told you we cannot resolve. Free to you.                           | 0330 440 1614, <a href="https://www.commsombudsman.org">www.commsombudsman.org</a> , P.O. Box 730, Warrington, WA4 6WU                                            |
| <b>Ofcom</b>                            | The communications regulator. Information on your rights; it does not handle individual complaints but records the issues customers report.           | 0300 123 3333, <a href="https://www.ofcom.org.uk">www.ofcom.org.uk</a>                                                                                            |
| <b>Citizens Advice consumer service</b> | Free, independent advice on your rights as a consumer.                                                                                                | 0808 223 1133, <a href="https://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>                                                                          |
| <b>National Debtline</b>                | Free, confidential debt advice.                                                                                                                       | 0808 808 4000, <a href="https://www.nationaldebtline.org">www.nationaldebtline.org</a>                                                                            |
| <b>StepChange Debt Charity</b>          | Free, confidential debt advice and debt management plans.                                                                                             | 0800 138 1111, <a href="https://www.stepchange.org">www.stepchange.org</a>                                                                                        |
| <b>Telephone Preference Service</b>     | Free registration to reduce unwanted marketing calls.                                                                                                 | 0345 070 0707, <a href="https://www.tpsonline.org.uk">www.tpsonline.org.uk</a>                                                                                    |
| <b>Relay UK</b>                         | Text relay for calls if you are deaf, hard of hearing or have difficulty speaking. Dial 18001 before the number, or 18000 for the emergency services. | <a href="https://www.relayuk.bt.com">www.relayuk.bt.com</a>                                                                                                       |
| <b>999 BSL</b>                          | British Sign Language video relay to the emergency services.                                                                                          | <a href="https://www.999bsl.co.uk">www.999bsl.co.uk</a> or the 999 BSL app                                                                                        |
| <b>Action Fraud</b>                     | Reporting fraud and scam calls.                                                                                                                       | 0300 123 2040, <a href="https://www.actionfraud.police.uk">www.actionfraud.police.uk</a>                                                                          |
| <b>Information Commissioner</b>         | Complaints about the use of your personal data.                                                                                                       | 0303 123 1113, <a href="https://www.ico.org.uk">www.ico.org.uk</a>                                                                                                |