



FREQUENTLY ASKED QUESTIONS

Coms Mobile / Your Family Mobile closure on 31st August 2015

What's happening?

Coms Mobile provides a Pay As You Go (PAYG) mobile service on the EE network which has traded under various names in the past including IKEA Mobile, Smarter Mobile and Your Family Mobile. This service is closing down on 31st August 2015.

I'm not sure if my mobile is affected by these changes?

You may have bought a PAYG mobile from IKEA Mobile, Smarter Mobile or Your Family Mobile, all of which were operated by Coms Mobile, which has now been acquired by Timico. If you are unsure whether your particular mobile number is affected, please email details, including your mobile phone number(s) to needhelp@yourfamilymobile.co.uk

How are these changes being communicated?

A notice was added to the front page and login areas of <http://www.yourfamilymobile.co.uk> on 17th June 2015 stating that the service would be closed on the 31st August. All customers were emailed on 30th June 2015 providing 2 months' notice of the closure. This has been followed by numerous further reminder emails and text messages.

Can I still use the service?

Yes, the service will continue to work normally until 31/8/15, provided you have sufficient pre-paid credit as at 30/6/15.

I would like to move to a different provider. How do I get my Port Authorisation Code (PAC)?

Please email needhelp@yourfamilymobile.co.uk to receive your PAC free of charge.

I would like to move my service over to one of Timico's business mobile packages. What do I do?

Please email Timico at service@timico.co.uk or call us on 01636 858 919. Our lines are open 8:30am to 5:30pm Monday to Friday (excluding bank holidays).

Can I get a refund on my PAYG balance?

Yes, you can. Please provide us with the below information either by email at familymobilerefunds@timico.co.uk or by post to Family Mobile Refunds, Finance Team, Timico, Beacon Hill Park, Cafferata Way, Newark, Nottinghamshire, NG24 2TN.

1. Your name and Family Mobile telephone number(s)
2. Your remaining balance
3. Copies of two forms of identification which match the account address – utility bill or driving licence etc.
4. Details of the bank account to which the refund will be credited

Please allow up to 30 days for the refund to be applied to your bank account. All applications for refunds must be received by 31st December 2015.

Where can I find a copy of the Your Family Mobile terms and conditions?

The terms and conditions for the service are available at <http://www.yourfamilymobile.co.uk/infopages/terms-and-conditions>.

I still have questions. Where can I find answers?

Please email needhelp@yourfamilymobile.co.uk and our team will help you.