

## **European Electronic Communications Code**

### **Effective as of 21 December 2020**

The European Electronic Communications Code (Directive (EU) 2018/1972) (the “EECC”) requires us to provide applicable users with the following information about the electronic communication service that we provide as part of Facebook’s messaging services, including all communication by text, voice and video. This information supplements the terms of service for those services. Applicable users include microenterprises or small enterprises or not-for-profit organisations, unless they have explicitly agreed to waive all or parts of those provisions.

For the purposes of your documentation, future reference and unchanged reproduction, you may download or print a copy of this document.

### **Our quality of service**

We work hard to provide the best service we can. However, we cannot guarantee any minimum levels of quality of service and make no guarantees that our messaging services will always function without disruptions, delay or errors. A number of factors beyond our control may also impact your experience in using our messaging services, and may result in the disruption of your communication with other users including but not limited to: your local network, firewall, your internet service provider, the public internet, and power supply

### **Price**

We do not charge for using our messaging services, unless we agree otherwise with you. All users of our messaging services are responsible for carrier data plans, Internet access fees, and other fees and taxes associated with use of our services.

### **Duration**

Our users can terminate their relationship with our service at any time for any reason by deleting their account. We may modify, suspend or terminate your access to or use of our messaging services for the reasons described in the Facebook Terms of Service.

### **The security we provide on our messaging services**

We work to protect the safety, security, and integrity of our messaging services by appropriately dealing with abusive people and activity violating our Terms of Service. We work to prohibit misuse of our service including harmful conduct towards others. We operate systems to improve our ability to detect incidents, threats, or vulnerabilities that may harm the security of our service. If we learn of activity like this, we will take appropriate action, such as removing that activity or contacting law enforcement.

## **Data provided by you**

When you sign up for our messaging service, we ask you to provide your name, birthday (so that we may provide the right Facebook experience for your age), gender (optional), email address or mobile number.

The [Facebook Data Policy](#) includes information on the personal data that is collected in the context of providing the Facebook messaging services.

## **Features for end-users with disabilities**

Our messaging services are compatible with mobile and desktop accessibility functionality, such as providing the ability to adjust various on-screen contrast, colors, and text size options. You can learn more about the features and technologies that help and any updates to our features on the [Accessibility page of our Help Centre](#).

## **Information on handling disputes**

If you are unhappy with our messaging services, you can raise a complaint by writing to us at:

Facebook Ireland Limited  
Attn: SERVICE COMPLAINTS  
4 Grand Canal Square  
Grand Canal Harbour  
Dublin 2  
Ireland

You may also report any issue with your use of Messenger by reporting it to us as described in this Help Center article: [How do I report a problem with the Messenger app? | Messenger Help Center](#).

You can take legal action against us for any claim that arises out of, or relates to, our messaging services. For information on which governing law and venue applies to your claim please refer to the Disputes section of [Facebook Terms of Service](#).

Lastly, you may be entitled to refer disputes in relation to matters covered by the EECC to an independent body for dispute resolution appointed in your country. A list of competent independent bodies for dispute resolution in EU countries and links to their websites is available at the European Union's Online Dispute Resolution website: [Online Dispute Resolution | European Commission](#)

## **You cannot access emergency services through our messaging services**

There are important differences between our services and your mobile phone and a fixed-line telephone and SMS services. Our services do not provide access to emergency services or emergency services providers, including the police, fire departments, or hospitals, or otherwise connect to public safety answering points. You should ensure you can contact your relevant emergency services providers through a mobile phone, a fixed-line telephone, or other service.