

# **Premium Rate and Number Translation Services Code of Practice Domestic and Small Business Customers**

## **1. The purpose of this code of practice**

We are required to produce this code of practice in order to provide information to our domestic and small business customers on Number Translation Services (“NTS”) and Premium Rate Services (“PRS”) and on how to make a complaint or enquiry in relation to NTS or PRS.

This code is only relevant to you if:

- you are not yourself a telecommunications provider; and
- you are either a domestic customer or you are a small business customer i.e. you have ten individuals or less working for you.

This code applies to all companies within the Alternative Networks group.

## **2. NTS**

Number Translation Services are calls to ‘special’ numbers which usually start with 08 and 09 and which do not relate to a specific geographic location. These include, for example, calls to 0845 and 0870 numbers, and calls to 0500 freephone numbers. Calls to 0844 04 numbers or 0808 99 numbers which are used for some flat rate internet services are not included. Calls to NTS numbers may generate revenue which can be shared between the telephone companies transferring the call and the organisation being called.

The pricing of calls to NTS will depend on your agreed pricing with Alternative Networks, and we will provide this on written request.

## **3. PRS**

Premium Rate Services are provided by calls to numbers starting with 090 and 091 which incur higher charges than normal calls. They include, for example, recorded information services, chat lines, competitions, technical help lines and adult entertainment services. Calls to 118 directory enquiry services are also classed as PRS.

The majority of the cost of a call to PRS usually goes to the service provider responsible for the information or service provided. Alternative Networks does not itself provide this. The remainder of the cost of the call to PRS is shared by the telephone companies, including Alternative Networks, transferring the call to the PRS provider.

PRS are also available via SMS, MMS and WAP. Please contact our customer services department if you require any further assistance with these services, including barring access to PRS.

The pricing of calls to PRS will depend on your agreed pricing with Alternative Networks, and we will provide this on written request.

Full details of how to contact us are set out in our Consumer Code of Practice. This is available on our website or on written request.

#### 4. Telephone Preference Service and Fax Preference Service

The purpose of the Telephone Preference Service (“TPS”) and Fax Preference Service (“FPS”) is to limit the number of calls that you may receive from organisations, including charities and voluntary organisations, who may telephone you with offers and information you do not wish to receive.

It is unlawful to make unsolicited direct marketing calls to individuals who have indicated that they do not want to receive such calls. You can either do this by contacting companies directly and asking them not to call you, or you can register with a central register such as the TPS or FPS.

Further information, and online registration forms, for TPS and FPS can be found at the following websites: [www.tpsonline.org.uk](http://www.tpsonline.org.uk) and <http://www.mpsonline.org.uk/fps>.

#### 5. Internet diallers

Internet diallers are software programs that can be downloaded from the internet and which will attempt to dial PRS. Software is available to help protect against internet diallers.

Please contact us if you require any assistance to avoid these problems. Full details of how to contact us are set out in our Consumer Code of Practice. This is available on our website or on written request.

#### 6. Further information and advice

The Independent Committee for the Supervision of Telephone Information Services (“ICSTIS”) regulates all premium rate telecommunications services through a code of practice. This code of practice is available on the ICSTIS website at [www.icstis.org.uk](http://www.icstis.org.uk). If you have a query about a premium rate number on your bill, the ICSTIS website also provides a number-checker facility at <http://www.icstis.org.uk/consumers/ncd/default.asp> which can provide further information on the relevant number.

You can also contact ICSTIS on 0800 500 212 between 8.00am to 8.00pm, Monday to Friday (excluding bank holidays) or via its on-line complaint form at [http://www.icstis.org.uk/consumers/how\\_to\\_complain/form/](http://www.icstis.org.uk/consumers/how_to_complain/form/)

You can make a complaint about either NTS or PRS to Alternative Networks via our Complaint Handling and Dispute Resolution procedure, which is set out in our Consumer Code of Practice. This is available on our website or on written request.

If, at the end of this procedure, you feel your complaint has not been addressed properly, you can contact Otelo, our independent dispute resolution service. Its contact details are as follows:

<b>Otelo</b> PO Box 730 Warrington WA4 6WU	Website: <a href="http://www.otelo.org.uk">www.otelo.org.uk</a> Email: <a href="mailto:enquires@otelo.org.uk">enquires@otelo.org.uk</a> Telephone: 0845 050 1614
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Otelo is an independent approved dispute resolution service and is empowered to resolve customer disputes. We are committed to this process. Otelo is approved by the communications regulator, Ofcom.

If your complaint has not been resolved by us or our dispute resolution agency, or you require further information on the role of Ofcom, you can find further information at Ofcom's website at [www.ofcom.org.uk](http://www.ofcom.org.uk) or by calling Ofcom on 0845 456 3000.

#### **7. Distributing this code**

We will provide copies of this code to our customers on request, free of charge, in a reasonable range of formats.