

hSo:

NTS code of practice

Code of Practice for the publication of prices of calls to Number Translation Services

This Code of Practice is for your information and is written in line with the regulatory body (OFCOM) requirements. Nothing in this Code of Practice detracts from your statutory or common law rights, nor does anything it contains form part of any contract between hSo and you as a customer, unless expressly stated.

The hSo Code of Practice aims to provide: -

1. The Purpose and Status of the Code
2. A Definition of Number Translation Services
3. Explanation of how Number Translation Services work
4. The cost(s) of calling Number Translation Services
5. Customer Information and Advice
6. Approval and Review of Codes

1. Purpose and Status of the Code

The objective of this Code of Practice is to ensure that hSo provides its domestic and small business customers with readily accessible and accurate information relating to the usage charge for NTS Calls and also to provide information on how hSo deals with complaints of enquiries concerning NTS calls.

The Code conforms to the Guidelines set out by OFCOM. Compliance does not guarantee compliance with any other legal requirements, nor does it affect validity of any contract between hSo and a small business user/consumer, unless provided by law.

2. What are Number Translation Services?

In simple terms Number Translation Services (NTS) operate on telephone numbers that begin 08 e.g. 0800, 0845, 0870 (as well as some remaining old numbers that begin 0500). Although Premium Rate Services (PRS) that begin 09 can also be described as NTS, PRS services are not provided by hSo and are therefore not covered in this Code.

NTS telephone numbers are examples of “non-geographic” numbers in that the number dialled does not relate to a specific geographic location (unlike numbers that begin 01 or 02). Instead, the number relates to a particular service, although at a technical level, the NTS number dialled

is actually “translated” by the network to a geographic number to deliver the call to its destination (even though the caller will be unaware of what that destination is).

A wide range of services offered by many different organisations are accessed via NTS numbers, which you can call from your hSo service. These include information services, some technical help-lines, telephone banking, sales and customer service lines.

3. How do Number Translation Services work?

When you call a Number Translation Service number:

1. hSo passes your call to the public telephone network
2. That network then passes your call to a Communications Provider (“CP”).
3. The CP delivers the call to the company or organisation which provides the advertised service to you.

Where a charge is made for a Number Translation Service on a number starting 0844, 0845, 0870 or 0871, we pay a percentage of this charge to the transit network that in turn passes to the CP. The CP may in turn pay an agreed amount (known as an ‘outpayment’) to the company or organisation providing the service. Many companies provide their customer services on 0870 and 0871 numbers and they use the outpayments they receive to partially fund the services they provide.

4. How much does it cost to call Number Translation Services?

If you’re calling a NTS number beginning 08, the charge will appear on your bill. The amount that you are charged will vary according to the number which you are calling and it may be higher than calling a geographic number.

In line with OFCOM requirements, hSo is committed to publishing the cost of calls to NTS numbers with equal prominence to the cost of calls to geographic numbers and mobile numbers. Prices for NTS and PRS services are available from our price guide at [www.hso.uk.com/NTS PriceGuide](http://www.hso.uk.com/NTS_PriceGuide). hSo geographic call tariffs are tailored to individual customers. Details of call tariffs may be obtained by contacting us at: HighSpeed Office Limited, Epworth House, 25 City Road, London EC1Y 1AA, telephone 0870 112 1122, facsimile 020 7847 4599.

5. Customer Information and Advice

If you have a query about calls to NTS and PRS numbers on your itemised bill, please contact our Customer Service Centre.

PhonePay Plus is the UK industry-funded regulatory body for all premium rate charged telecommunications services, regulating services in their entirety - content, promotion and overall operation - through a Code of Practice, available on their website. Their prime role is to prevent consumer harm. Among other things, they require clear and accurate pricing information, honest advertising and service content, and appropriate and targeted promotions. They investigate complaints, and have the power to fine companies and bar access to services if the Code is breached.

If you have a query about a PRS number on your bill, PhonePayPlus has a number-checker facility on its website at <http://www.phonepayplus.org.uk/consumers/ncd/default.asp> . If the number is not in the database, PhonePayPlus would be able to find out information for you if you call them on 0800 500212. This is also the telephone number to contact if you have a complaint about the promotion, content or overall operation of PRS. If you wish to write to PhonePayPlus with your complaint, then address your letter to:

PhonePayPlus,
FREEPOST WC5468,
London, SE1 2BR.

If you believe you have been incorrectly charged for calls to PRS, first of all contact our Customer Care Team. We shall do our best to help you with your query. If you believe we have been unable to resolve the query to your satisfaction, please tell us. We will do all we can to resolve the matter quickly and satisfactorily.

6. Approval and Review of Codes

All Codes, including this NTS and PRS Code of Practice, are reviewed by our Management team on a regular basis in accordance with OFCOM requirements.

The reviews attempt to identify areas where the Codes can be improved with regard to clarity, accuracy, presentation and ease of use.