



Post Office[®] HomePhone

Code of Practice

Post Office HomePhone Code of Practice for Fixed Line Telecommunication Services including Premium Rate Services and non-geographic numbers

At Post Office Limited we aim to make our customers central to everything we do. The purpose of this Code of Practice is to ensure that we follow best practice when dealing with our customers. We hope you find this Code of Practice useful in explaining how we go about providing fixed line telecommunication services.

The Code of Practice does not affect your legal rights. Nothing in this Code of Practice forms part of the agreement between you and us.

1. About the Post Office HomePhone service

The Post Office HomePhone service is provided by Post Office and is a line rental and calls service. Post Office Limited rents its lines from Fujitsu, Talk Talk (TT) and British Telecommunications Openreach (BTO) and then on-rents to its customers. Therefore the service allows customers to rent their telephone line from Post Office HomePhone. This means that our customers will receive one bill for line rental and calls from us.

2. How to contact us

Our customer service agents are happy to help you with all your queries. You can call the Customer Care Line between 8am and 8pm Monday to Saturday and between 9am and 6pm on Sunday. Post Office Telecoms Services, PO Box 14125, Selkirk, TD7 9AF.

Email: support@pobroadband.co.uk

Telephone: **0345 600 3210** (calls may be recorded, monitored and used for training and compliance purposes). postoffice.co.uk/telecoms

3. Terms and Conditions for Post Office HomePhone

Post Office HomePhone is a line rental and calls service. Customers can order the Post Office HomePhone service online at postoffice.co.uk/homephone or by telephone on **0345 600 3210**. After any minimum agreement term has passed customers can cancel the Post Office HomePhone service at any time by providing 15 calendar days notice to the Post Office that they would like to terminate their service.

Additional details about the Post Office HomePhone service and how customers can obtain the service can be found at postoffice.co.uk/homephone. Alternatively, customers can obtain details by calling **0800 092 0500**.

3.1. Pricing information

Pricing information and the Terms and Conditions for the Post Office HomePhone service can be found at postoffice.co.uk/homephone. Alternatively, customers can obtain the pricing information and the Terms and Conditions for Post Office HomePhone by calling the Customer Care Line on **0345 600 3210**

3.2. Contract conditions

The Terms and Conditions for Post Office HomePhone are sent to all customers along with their Welcome Guide and can also be found at postoffice.co.uk/home-phone in the "Get the Facts" section. Alternatively, customers can obtain the Terms and Conditions for Post Office HomePhone by calling **0345 600 3210**.

4. Billing

For Post Office HomePhone, we will send you a bill monthly for line rental, calls and any additional features you have on your line. If you also take our broadband service, your billing frequency may vary dependent on your payment method. Line rental is charged in advance, and calls and features are charged in arrears.

You will receive your first bill for advance line rental shortly after your service is activated.

You can pay your bill through a variety of ways; at any Post Office branch, by debit card over the phone, by Direct Debit, by sending us a cheque or using our Budget Payment Card.

If you have any queries about your bill, you should call our Customer Care Line on **0345 600 3210**.

If you fail to pay your bills in accordance with the Terms and Conditions for Post Office HomePhone we may bar any outgoing calls or disconnect your service and pursue the debt through a debt recovery agency.

5. Premium rate services (PRS)

Premium rate services are identified by dialling codes that typically begin with 09 and 087, and 070. They are charged at a higher amount than normal calls. Premium rate services can be accessed through a landline, a mobile, a fax or by a personal computer.

The types of services typically offered through PRS lines are: TV voting lines (such as the X Factor), phone chat, information services (such as weather and traffic reports), adult entertainment, technical help lines (such as broadband) and competition lines.

Directory enquiries services with numbers starting 118 are also classed as premium rate services.

The following provides some more detailed information about premium rate services.

5.1 The price of premium rate services

The price of calling premium rate services depends on the number dialled. A complete list of all the prices to premium rate numbers can be found in our price list. The price list and the Terms and Conditions for Post Office HomePhone are available on our website at postoffice.co.uk/homephone. Alternatively, customers can obtain this information by calling the Customer Care Line on **0345 600 3210**.

5.2 Why premium rate services are more expensive to call

Most premium rate service numbers operate on a 'revenue sharing' basis and will be billed

in an unbundled manner. For example, a charge for a premium rate service call will include an access charge to be paid to the caller's telephone company (e.g. the Post Office through Post Office HomePhone) and a Service Charge to be paid to the party being called (e.g. ITV competition line). Charges for calls made to premium rate services will appear in your next bill in accordance with the Terms and Conditions for Post Office HomePhone.

5.3. Disputing a call to a premium rate service on your bill

If you feel that the premium rate call was not made from your telephone line then you can contact us via telephone on **0345 600 3210** to ask us to investigate the matter further. However, whilst you may not have personally been aware of someone in the household making the premium rate call, it is most likely that someone has. The registered Post Office HomePhone customer is responsible for all calls that are made from their fixed line phone and if you suspect there is a danger of unauthorised calls being made from your line we recommend you use the call barring services, details of which can be obtained by calling **0345 600 3210**.

5.4. The role of Phone-paid Services Authority (PSA)

PSA, formerly PhoneyPayPlus (psauthority.org.uk) is the regulatory body for all premium rate phone-paid services in the UK, approved by Ofcom. The PSA regulates phone-paid services in their entirety – their content, promotion and overall operation – through a Code of Practice.

One of the roles of PSA is to protect consumer interests in the event of cases of abuse or scams involving PRS calls. Ofcom's role in the premium rate regulatory regime is to provide statutory support to the work of PSA.

PSA set and maintain standards and, as appropriate, requirements for the content, promotion, marketing and provision of premium rate services.

They also investigate and adjudicate upon complaints relating to the content, promotion and marketing of premium rate services and can issue directions to ensure phone-paid services operate within the Code of Practice. PSA also administer a system for the payment of claims for compensation for unauthorised use of live services.

PSA investigate complaints, and have the power to fine companies and bar access to services if the Code of Practice is breached. It can also bar the individual(s) behind a company from running any other premium rate services under any company name on any telephone network for a defined period.

Additionally, PSA may also order a company to pay you a refund once they have completed an investigation into a case of abuse or scam involving PRS calls and where they impose redress as a sanction. The service PSA provides is free of charge to consumers and fully independent.

5.5. Finding out which service provider is responsible for a PRS number

Customers can use the PSAs website, psauthority.org.uk, to find out certain details about a particular premium rate number, such as the content of service, the price, and which service provider provides the service, including contact details for these service providers. If the service provider is currently under investigation the facility on the website will also tell you this.

Alternatively, the customer service agents on our Customer Care Line can access this service on your behalf and provide the available details. For this assistance, contact us by telephone on **0345 600 3210**.

5.6. Making a complaint to PSA

If you are concerned about a premium rate service you can make a complaint to PSA. You can do this in several ways:

- by using their online complaint form at psauthority.org.uk
- by calling their free helpline on **0300 30 300 20** between the hours of 10am and 4pm, Monday to Friday (excluding Bank Holidays).

5.7. Seeking a refund for premium rate charges

As well as the services offered by PSA, if you have a dispute about your charges for premium rate services, that cannot be resolved with Post Office HomePhone, you can contact Ombudsman Services: Communications, the industry ombudsman of which we're a member. They can investigate the matter further for you. Further information about how to contact Ombudsman Services: Communications can be found in section 10 of this Code of Practice.

5.8. How to bar access to premium rate services and directory enquiries

We offer the facility to bar access to premium rate or 118 directory enquiry numbers, which will stop anyone from making calls to 090, 091 or 118 numbers. If you wish to have this type of barring applied to your line, contact our Customer Care Line on **0345 600 3210**.

6. Non-geographic numbers

Non-geographic telephone numbers are not related to where a telephone line is physically located and the call rate for dialling a non-geographic number does not vary depending on where in the UK a customer is located. Non-geographic numbers include:

- mobile numbers;
- certain premium rate numbers; and
- Number Translation Services (NTS) numbers – telephone numbers used by commercial or voluntary organisations so that they may be contacted at the same cost from all locations in the UK.

Non-geographic numbers include numbers beginning with: 03, 05, 070, 076, 080, 0845, 083, 084, 0871, 09, 116 and 118.

The call rates for non-geographic numbers are available in the price list which is available on our website at postoffice.co.uk/homephone. Alternatively, customers can obtain a free copy by calling the Customer Care Line on **0345 600 3210**. If you are a new customer to Post Office HomePhone, we can provide you with a complete set of prices as above. We will also give you a clear reference to where, on the website and in published price lists, the complete set of non-geographic call charges can be found: (postoffice.co.uk/broadband-phone/prices).

We also endeavour to make clear in our marketing materials whether any of our special offers and discounts apply to non-geographic calls.

7. **Telephone Preference Service (TPS) and the Fax Preference Service (FPS)**

The Telephone Preference Service (TPS) helps you to make sure your telephone number is no longer available to organisations, including charities and voluntary organisations who may telephone you with offers and information you do not wish to receive.

If you are receiving unsolicited telemarketing calls and do not wish to receive these, you can register with the telephone preference service. You can register online at tpsonline.org.uk or by telephone on **0345 070 0707**.

The fax preference service allows you to register fax numbers on which you do not wish to receive direct marketing material. You can register for the FPS online at fpsonline.org.uk or by telephone on **0345 070 0702**.

8. **What happens if you have a fault with your Post Office HomePhone service**

You can report faults to our Customer Care Line, 365 days a year. You should report faults to us on **0345 600 3210**.

Faults can occur on the telephone you are using or that of the person you are trying to call, the network we use for carrying our calls with Fujitsu or BT's network.

When you report your fault, we will ask you to perform a few simple checks to help us establish the cause of the problem. If the fault is with our partner, we will work with their fault repair agencies on your behalf.

9. **What to do if you are unhappy with the service you receive from Post Office HomePhone**

If you have any complaints in connection with your Post Office HomePhone service, you should initially complain to the HomePhone Customer Care Line.

They will try to resolve the complaint instantly, or at least within 10 working days. The address for correspondence is: Post Office Telecoms Services, PO Box 14125, Selkirk, TD7 9AF

Telephone: **0345 600 3210** (calls may be recorded, monitored and used for training and compliance purposes). If you are not satisfied with the resolution offered you should request for the problem to

be escalated to the Customer Care Line Manager for resolution.

10. **Independent dispute resolution through Ombudsman Services: Communications**

Ombudsman Services: Communications is an independent dispute resolution scheme. If following escalation of a problem within Post Office Limited, we cannot come to a mutual agreement, we will issue a "deadlock" letter to advise you of the final outcome of our enquiries, which will allow you to contact Ombudsman Services: Communication if you wish.

Alternatively, if your complaint is not resolved within eight weeks you have the right to contact Ombudsman Services: Communication without a deadlock letter.

Ombudsman Services: Communications,
PO Box 730, Warrington, WA4 6WU

Telephone: **0330 440 1614**

Textphone: **0330 440 1600**

You can also make a complaint on their website: ombudsman-services.org

11. **How to obtain additional copies of this Code of Practice**

You can obtain additional copies of this Code of Practice in the following ways: by request in writing to:

Post Office Telecoms Services,
PO Box 14125, Selkirk, TD7 9AF

Or by visiting:

postoffice.co.uk/telecoms

Or by calling: **0345 600 3210**

This Code of Practice is also available free of charge in a different format (e.g. Braille or large print) for customers who are visually impaired. To request this, customers can contact us by phoning **03457 22 33 44**, or by text, quoting **PL2634**, on the Post Office textphone number **03457 22 33 55**. Calls to these numbers are charged at local rates.

12. **Useful contacts**

Ofcom Contact Centre, Riverside House,
2a Southwark Bridge Road, London, SE1 9HA

Telephone: **020 7981 3040** or
0300 123 3333

Fax: **020 7981 3333**

Textphone: **020 7981 3043**

Email: contact@ofcom.org.uk

ofcom.org.uk

Phone-paid Services Authority (PSA) 25th Floor,
40 Bank Street, E14 5NR

Telephone: **0300 30 300 20**

psaauthority.org.uk

Ombudsman Services:

Communications, PO Box 730,
Warrington, WA4 6WU

Telephone: **0330 440 1614**

Textphone: **0330 440 1600**

ombudsman-services.org

Post Office Limited Registered Address:
Post Office Limited is registered in England and
Wales under registered number 2154540 and
its address is: Finsbury Dials, 20 Finsbury Street,
London, EC2Y 9AQ

This information is correct as at March 2017.

Post Office is able to supply customers with this leaflet, free of charge, in an alternative format for people who are visually impaired. To obtain a copy call the Post Office helpline on **03457 22 33 44** or Textphone **03457 22 33 55**. Quote **PL2634**. Calls via **Text Relay** are also welcome.

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