

# Broadband and Phone

Code of Practice



# Post Office Broadband and Phone Code of Practice

At Post Office we aim to make our customers central to everything we do. The purpose of this Code is to give you important information about our services in line with Ofcom's General Conditions.

## 1. Who we are

We are Post Office Ltd and offer communications services to our customers, including line rental, voice calls, broadband and fibre. Our services have minimum terms, the length of which is as agreed when you place your order and will be confirmed by us in writing shortly after. If you wish to cancel your contract before the end date, you may be subject to early termination charges. Further details are available in our Price list.

## 2. Making a complaint

Details of our complaints procedure and alternative dispute resolution are contained within our [Customer Complaints Code](#).

If you believe you are entitled to compensation please raise this as a complaint in line with the complaints procedure. We may agree to pay you compensation if you have complied with our Terms and Conditions and have a genuine entitlement. We pay compensation on a case by case basis depending on your particular complaint and circumstances.

In addition to your rights set out in this Code of Practice, you have other legal rights as detailed in our [Customer Terms and Conditions](#).

## 3. Number porting

In most cases, we can help bring your existing phone number over to Post Office, referred to as "Number porting".

When you place your order we'll let you know if this is possible along with the expected time frames and dates when this will be switched over by (this is normally the go live date specified in the welcome letter we send to you a few days after you join).

If Post Office is unable to switch your number over by the agreed date, you might be eligible for compensation as listed in our Price Guide. This compensation will be applied as a credit on your account and you should be able to see this on your first bill.

You will not be entitled to claim if in Post Office's reasonable opinion:

- (a) someone other than Post Office causes a delay or prevents Post Office from porting your number;
- (b) the number has been ported by the Port Date but any other part of the Service, such as, but not limited to voicemail, is unavailable.
- (c) the failure to port number is beyond Post Office's reasonable control

If we can't transfer your number, we'll let you know and provide you with the option to get a new one. Our Customer support team will be in touch with you if we experience delays or unable to port your number due to network issues.

## 4. Maintenance

We offer different maintenance levels so that customers can choose how quickly their service is repaired should a fault occur. Further details can be found in our price list or alternatively contact us by telephone on **0345 600 3210\***.

## 5. Identifying Premium Rate Services (PRS)

Premium rate services are identified by dialling codes that begin 118, 0870, 0871, 0872, 0873, 070 and 09. 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.

Premium Rate Services can also include:

- (a) SMS shortcodes which are five or six-digits long and usually begin with 6, 7 or 8 (these numbers are often used to pay for new features in apps, to donate to charity, to enter competitions and to download games and ringtones); and
- (b) "charge to mobile" services (also known as Operator billing or Direct-to-Bill, it enables consumers to pay for goods and services from app stores, third party publishers and merchants via their phone bill).

## 6. The price of premium rate services

Premium rate services are provided by service providers, who are responsible for the content, product or services provided or who act as resellers or aggregators on behalf of a number of such providers. When you make a call to a premium rate service number, Post Office ensures that your call is passed to the telephony company which receives the call on behalf of the premium rate service provider.

The revenue from the premium rate call is usually shared between the premium rate service provider, Post Office and the telephony company receiving the call, with the premium rate service provider receiving the bulk of the revenues.

Charges for calls made to premium rate services will appear in your next bill in accordance with our Terms and Conditions. Details of the access charge are available in our price list.

The price of calling premium rate services depends on the number dialled. Customers can perform a number check via the number-checker facilities provided by the PSA at [www.psauthority.org.uk/about-us/number-checker](http://www.psauthority.org.uk/about-us/number-checker). Contact details for premium rate providers is also available via this link.

## 7. How to bar access to premium rate services and directory enquiries

We offer the facility to bar access to some or all premium rate numbers. If you wish to have this type of barring applied to your line, contact our Customer Care Line on **0345 600 3210\***.

## 8. 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 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\***.

We are responsible for explaining what the charge on the bill is for and providing the contact information of the service provider.

The phone-paid service provider is responsible for explaining the service you have used, the charge and provide proof of having purchased the service. Depending on circumstances, the phone-paid service provider may or may not provide a refund for the service you used.

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

Customers can use the PSAs website, [psauthority.org.uk](http://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\***.

## 10. The Role of the Phone-paid Services Authority (PSA)

PSA, formerly PhonepayPlus, 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 which is available at [www.psauthority.org.uk](http://www.psauthority.org.uk)

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.

## 11. Making a complaint to PSA

If you wish to make a formal complaint about abuses of service content, non-compliance with the PSA code of practice and other alleged unlawful operation of services and numbers you can contact the PSA. You can do this by using their online complaint form at [www.psauthority.org.uk](http://www.psauthority.org.uk) or by calling their free helpline on **0300 30 300 20** between the hours of 10am and 4pm, Monday to Friday (excluding Bank Holidays). If you wish to contact them in writing, their address is Phone-paid Services Authority, 25th Floor, 40 Bank Street, London, E14 5NR.

## 12. 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 Telecoms, 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 our [Customer Complaints Code](#).

Which? and Citizens Advice provide advice on seeking refunds in cases of abuse or scams involving premium rate numbers.

## 13. Telephone Preference Service and Fax Preference Services

The Telephone Preference Service (TPS) is a free service. It is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls. It is a legal requirement that all organisations (including charities, voluntary organisations and political parties) do not make such calls to numbers registered on the TPS unless they have your consent to do so.

You can register on the TPS free of charge by going to [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by calling them on **0345 070 0707**.

As TPS registration only prevents marketing calls, organisations will still be able to call you for the purposes of genuine market research.

The Fax Preference Service (FPS) is an equivalent register enabling people to register their wish not to receive unsolicited sales and marketing faxes. You can register on the FPS free of charge by going to [www.mpsonline.org.uk](http://www.mpsonline.org.uk)

## 14. How to obtain additional copies of this Code

A copy of the Code is available on our website at [www.postoffice.co.uk/telecoms](http://www.postoffice.co.uk/telecoms).

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

\*Calls to our Customer Care Line, **0345 600 3210** are free when made from an active Post Office phone line.

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Post Office is able to supply customers with this Code of Practice, 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 **PL3646**. Calls via **Text Relay** are also welcome.

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