

Code of Practice for calls to Non-Geographic Numbers, including Premium Rate Services and Number Translation Services

Introduction to our Company:

Voip Unlimited is an independent Internet Telephony Services Provider, with its own private network and cloud telephony platform, that delivers communications services to business and residential customers, both nationally and internationally.

Purpose of this Code of Practice :

This code informs you about what are Non-Geographic numbers; and our charging policies for calls to Non-Geographic numbers, including Premium Rate Services (PRS) and Number Translation Services (NTS).

Non-Geographic Numbers:

Non-geographic numbers are those beginning "03", "05", "070/076", "080", "0845", "0870", "083/4", "0871", "09", "116" and "118". People use these numbers to call businesses and Government agencies, to get information, make payments for services and vote on TV shows.

There are a number of services associated with non-geographic numbers, including Standard Landline Rate services, Premium Rate services and Number Translation services. We can provide you with fact sheets on both PRS and NTS services.

If you have any questions regarding these services, or if you are unhappy with the help you have received from us on a problem with them, please contact our Compliance Officer on 01202 612000, or at compliance@voip-unlimited.net, who has responsibility for compliance with our code of practice.

You may also complain using the complaints procedure set out in this code including, ultimately, referring your complaint to:

Ombudsman Services:

- Ombudsman Services: Communications
PO Box 730
Warrington WA4 6WU
- Tel: 0330 440 1614
- e-mail: osenquiries@os-communications.org
- Website: <https://www.ombudsman-services.org>

Standard Landline Rate Services:

It is a legal requirement that all calls to numbers beginning "03" are charged at the same rate as to 'standard' landlines (i.e. the same as calls to numbers beginning "01" or "02").

Numbers beginning "030" are specifically reserved for public sector bodies, charities and other not-for-profit organisations.

Numbers beginning "0344" and "0345" are generally used by businesses, government and other organisations as a more flexible alternative to area-specific landline numbers.

Premium Rate Services:

Premium Rate numbers are telephone numbers that offer some form of information or entertainment, and usually operate on numbers beginning "09", "118", or five or six digit mobile voice and text shortcodes.

Premium Rate Services (PRS) are a form of micro-payment for paid-for content, data services and value-added services that are subsequently charged to your telephone bill. They tend to cost more than a normal phone call or text message.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill, and will try to help you identify the premium rate service provider.

You can also ask for help from the Phone-paid Services Authority (<https://psauthority.org.uk/>), previously known as PhonepayPlus (*until 1 November 2016*), which is the regulatory body for all phone-paid services in the UK.

The PSA operates a code of practice that sets out standards for the operation of PRS. You can use the PSA website at <https://psauthority.org.uk/> to check PRS numbers or to download a complaint form. The PSA has legal powers to require a provider of PRS to amend its service or promotional material (or both), and can also impose penalties on content service providers. For other ways to contact the PSA, see the "Useful addresses" section below.

Number Translation Services:

Number translation services (NTS) are based on numbers that are normally pre-fixed "08". For example, "0800" and "0808" are used to provide freephone services (*Note: some freephone services are also provided on "0500" numbers*).

Numbers starting "087" are also designated as Premium Rate numbers (and subject to PRS regulation when they cost 7p per minute or more). "0870" and "0871" numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services.

Personal numbers prefixed "070" are also used for providing NTS such as "follow me" services.

"0844" and "0845" numbers are used for dial-up pay-as-you-go Internet access and customer service helplines.

Charges for Premium Rate Services and Number Translation Services:

Charges for Premium Rate Services (PRS) and Number Translation Services (NTS) service numbers are split into two parts:

- the Access Charge – this is the small amount that we charge you for making the call
- the Service Charge – this is the charge that is set by the company who is providing the service.

Our Access charge for calling these services is shown in our price list; which is available on request from our Sales Team on 01202 612000, and via our Customer Portal.

The Service Charge for calling a PRS or NTS number is determined by the applicable service charge (SC) code, details of which are available from our Sales Team on 01202 612000, or from the applicable customer tariff (available via our Customer portal).

The sum of the Access Charge and Service Charge is the total cost of your call.

The Telephone Preference Service:

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via www.tpsonline.org.uk or by telephoning 0845 070 0707.

Useful addresses:

Ombudsman Services:

Ombudsman Services: Communications
PO Box 730
Warrington WA4 6WU
Tel: 0330 440 1614
e-mail: os-enquiries@os-communications.org
Website: <https://www.ombudsman-services.org>

Ofcom:

Riverside House,
2a Southwark Bridge Road,
London SE1 9HA
Tel: 0300 123 3000
E-mail: contact@ofcom.org.uk
Website: <http://www.ofcom.org.uk>

Phone-paid Services Authority:
(formerly PhonepayPlus)

25th floor, 40 Bank Street
London E14 5NR.
Tel: 0300 30 300 20
Website: <https://psauthority.org.uk/>

Internet Telephony Services Providers' Association:

69 Wilson Street
London EC2A 2BB
Tel: 020 3397 3312
E-mail: team@itsp.org
Website: <https://www.itspa.org.uk>

Federation of Communication Services (FCS):

Provident House,
Burrell Row, Beckenham,
Kent BR3 1AT
Tel: 020 7186 5927
E-mail: fcs@fcs.org.uk
Website: <http://www.fcs.org.uk>

Telephone Preference Service:

DMA House
70 Margaret Street
London W1W 8SS
Tel: 0345 070 0707
E-mail: tps@dma.org.uk
Website: <https://www.tpsonline.org.uk>