



TELECOMS AUDIT<sup>©</sup>  
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**THE TELECOMS AUDIT BUREAU LTD**  
**CODE OF PRACTICE**

## **THE TELECOMS AUDIT BUREAU LTD CODE OF PRACTICE**

Including our Basic Code of Practice and our Code of Practice for Premium Rate Services and NTS calls.

Part 1 – The Telecoms Audit Bureau Basic Code of Practice for Small Business Customers

Introduction to our company and services

The Telecoms Audit Bureau Ltd is an independent company that delivers communications services to domestic and business customers in the United Kingdom. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

### **Purpose of this Code of Practice**

This code informs you about our products, services, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website at [www.tariffaudit.com](http://www.tariffaudit.com). Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, large print and braille.

### **How to contact us**

Please contact our Customer Service Team

By phone:

From 9:00am until 6:00pm Monday-Friday,

Please call the appropriate number for your query below:

- Small businesses 0121 296 0410
- Corporate accounts 0121 296 0411

By email: [info@tariffaudit.com](mailto:info@tariffaudit.com)

By letter: The Telecoms Audit Bureau Ltd, Blue Square House, 24 Bennetts Hill, Birmingham B2 5QP

Website: [www.tariffaudit.com](http://www.tariffaudit.com)

### **Our commitment to you**

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose those providers carefully to ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

## **Our products and services**

- Landline calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Internet – ADSL and FTTC
- Directory enquiries
- Mobile telephone and data services
- Public/private/business two-way radio mobile radio services/ Common Base Station Services
- Wide area/local paging services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0333 200 4011.

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on 0333 200 4011 or see our website [www.tariffaudit.com](http://www.tariffaudit.com).

## **Terms and conditions**

When you subscribe to a service from The Telecoms Audit Bureau Ltd, we will send you our standard Terms and Conditions, which are also available on our website [www.tariffaudit.com](http://www.tariffaudit.com). If you have any questions, please phone our Customer Service Team on 0333 200 4011. We may carry out a credit check as part of our assessment procedures. Where applicable, the minimum contract term for our services is 60 months. We aim to provide services within 21 working days of your original request, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the revised timescales as soon as we can.

## **Cancellation**

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge. If you wish to terminate your contract within the minimum term of 60 months, please call our Customer service Helpdesk on 0333 200 4011 and we will charge you a fee as set out in your contract. After the minimum term, you can cancel any service by calling our Customer Service Helpdesk on 0333 200 4011, giving the required notice.

## **Faults and repairs**

Please call our Fault Service Team on 0333 200 4011 if you experience a fault with any of our fixed line or mobile services. We aim to have this investigated and repaired as soon as possible. For Broadband Faults, please call 0844 209 6848.

### **Compensation and refund policy**

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 7 working days. Any refunds that are due will be credited accordingly.

### **Price lists**

Our pricing structure is available from our Customer Service Team on 0333 200 4011. We will write to you in advance if we change the pricing structure on your products and services.

### **Billing**

Line rental / service charges are payable quarterly in advance unless expressly agreed in writing by The Telecoms Audit Bureau Ltd. You will then be billed monthly thereafter.

You can choose to pay us via a range of options including cheque, BACS and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team on 0333 200 4011.

We will provide fully itemised bills at a flat rate as part of our service to you upon request and for a monthly fee.

If you have difficulty paying your bill, please contact us on 0333 200 4011 and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection. Please refer to The Telecoms Audit Bureau Company Code of Practice for Billing and Disconnection. (Applicable to large service providers)

### **If you are moving home or office**

Please call our Customer Service Team on 0333 200 4011 no less than 21 days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

### **Number porting**

The Telecoms Audit Bureau Ltd recognises that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. We will work with you to

ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 0333 200 4011.

### **Directory Entries**

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. We charge an annual fee of £25 + VAT to manage your entries. If you don't want your details included, please contact our Customer Service Team on 0333 200 4011.

### **Complaints**

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code on our website at [www.tariffaudit.com](http://www.tariffaudit.com). Alternatively, copies are available free of charge and on request from our Customer Service Team on 0333 200 4011.

### **Nuisance calls**

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 0333 200 4011 to report the incident and for information on how to deal with it.

We encourage parents to register the mobile phones of their children, and take responsibility for all customer care enquiries.

### **Services for people with special needs**

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are older or who may have a disability, including:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- A free Directory Enquiries service for people who are unable to use the printed phone book
- Copies of bills in large print, on computer disc (or in Braille) for customers who have difficulty reading their bill

Copies of this Code are available in larger print and other formats on request.

## **Data protection**

We comply fully with our obligations under the Data Protection Act 1998.

Part 2 – The Telecoms Audit Bureau Ltd Code of Practice for Premium Rate Services and NTS Calls

## **Purpose of this Code of Practice**

This code informs you about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to NTS and PRS numbers.

## **Premium rate services**

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by “09”. 0871 is now also designated as a Premium rate number and subject to PRS regulation. Typical services include TV vote lines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are added to your telephone bill. Calling a PRS number generally costs between 8.51 pence and £1.2766 per minute, per call or per text (excl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team and via our website.

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. We can use call barring to restrict access to “09” numbers. Please call our Customer Service Team on 0333 200 4011 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from Phonepay Plus (formerly ICSTIS), which is the industry-funded regulatory body for Premium Rate Services. Phonepay Plus operates a code of practice that sets out standards for the operation of PRS. You can use the Phonepay Plus website at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) to check PRS numbers direct or to download a complaint form. Phonepay Plus 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 Phonepay Plus, 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 (some freephone services are also provided on 0500 numbers). 0844 and 0845 numbers are used for dial-up pay-as-you-go Internet access and customer service helplines. 0870 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.

Charges for calling services on NTS numbers are added to your telephone bill and standard prices range from free up to 4.2p per minute or per call (excl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate but communications providers must publish prices for calls to 0870 numbers where these are higher than for calls to geographic numbers. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Lee Smith on 0121 296 0412 or [lee.smith@tariffaudit.com](mailto:lee.smith@tariffaudit.com), who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to Ombudsman Services.

### **Internet diallers**

If you use the Internet, it is possible for software to be placed on your computer without you knowing – using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this – please contact our Customer Services Team for details. PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) to ask for help or to report examples of this type of abuse. For other ways to contact PhonepayPlus, see the “Useful addresses” section below. We can also help by barring calls to 09 numbers.

### **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](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

### **Useful addresses**

Your Chosen Approved Alternative Dispute Resolution Providers

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

Phone: 0330 440 1614

Textphone: 18001 0845 051 1513  
Fax: 01925 430059  
E-mail: [enquires@os-communications.org](mailto:enquires@os-communications.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

Ofcom – Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040  
or 0300 123 3333 email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

PhonepayPlus (formerly Icstis)- Clove Building, 4 Maguire Street, London, SE1 2NQ, Tel:  
0800 500 212 OR 020 7940 7474 Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) email:  
[info@phonepayplus.org.uk](mailto:info@phonepayplus.org.uk)

Telephone Preference Service -DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845  
070 0707 Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

This Code of Practice is not legally binding upon either yourself or The Telecoms Audit  
Bureau and as such cannot be relied upon in a court of law.