



# CUSTOMER CODE OF PRACTICE

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## 1. Who we are

We have provided phone service since 1904 in the Hull and East Yorkshire area and has offices in Carr Lane, Hull, where we provide a Self-Service Customer Centre with access to assistance available if you require it. Our office opening hours are at the end of this Code.

## 2. What this Code is about

We hope you will find this Code of Practice helpful when you need general information about your telecommunications services or if you are having problems.

In this Code we tell you what standards of service you can expect in relation to our network services, which we call “KCOM services”. We also explain our commitments and tell you how to complain if things go wrong.

## 3. Our Contact details

The following numbers may be useful as a first point of contact.

### General enquiries

Calls from Hull or the surrounding area 150 or 602100

From elsewhere 01482 602100

### Customer Service for residential customers

01482 602555

### Customer Service for home mobile customers

01482 604981

### Customer Service for business customers

0800 915 5777

### Faults

Calls from Hull or the surrounding area 151

From elsewhere 01482 602151



### **Operator assistance**

Hull or the surrounding area	194
National	100
International	155

### **Directory enquiries (chargeable)**

Local	197
National	118 288
Registration for blind and disabled people	194

### **Our Address**

KCOM  
37 Carr Lane  
Hull  
HU1 3RE  
Tel 01482 602100  
Fax 01482 223366

### **Our Website**

[www.kcom.co.uk](http://www.kcom.co.uk)

## **4. Our services**

KCOM provides a range of services including different phone packages, telephone equipment, network based features, voice and data services. This includes internet, mobile and hosting services. We have a dedicated network in East Yorkshire and parts of Lincolnshire, and indirect connections elsewhere.

We would be pleased to discuss your requirements with you - our contact details for each service are listed below:

### **Telephony services**

Our dedicated telephone network covers a large area in East Yorkshire. If you would like to know what services we have in your area please call the number below.

KCOM supplies a range of services from call barring, discount and budget schemes to outbound telephony and premium rate services. We can also discuss your directory entry and questions you may have about your bill.

For residential customers	01482 602555
For business customers	0800 915 5777



### **Internet services**

KCOM is an Internet Service Provider. We provide Internet Services for residential and small business customers in East Yorkshire. We have a range of competitive tariffs for Broadband services. If you live outside our network area we may still be able to give you access. Call us on the numbers below to find out more.

For residential customers                      01482 60255

For business customers                      0800 915 5777

### **Mobiles**

KCOM provides mobile phone services to residential and business customers. Each service has its own distinct range of packages designed to suit all needs. For residential customers call us on 01482 604981 for more details. Business customers can call us on 0800 915 0318.

### **Talkmore**

If you live outside our network area we may still be able to give you access to our call tariffs on another network operator's lines. For further information please call 01482 602555

### **Directory enquiries**

We provide a comprehensive Directory Enquiry service for numbers on our local network and for national numbers. If you need a Hull network number, please call 197; if you need a national number, please dial 118288. Other operators also offer National Directory Enquiries.

We normally charge for calls to the Directory Enquiry services, but calls are free for anyone who is disabled and cannot use a phone directory. If you are disabled, you need to register with us to qualify. Please phone 194 for information. 197 Directory Enquiry calls are also free during the inclusive national call times included in our phone packages for residential customers.

## **5. Customer Service**

We are proud of the level of customer service we offer our customers. Below is a list of our targets, commitments and guarantees for the services that we offer.

### **Sales Practices**

KCOM Sales personnel will behave in a courteous and professional manner at all times. You will not be harassed or pestered and the services we offer will always be appropriate and relevant to your needs. Whether we contact you in person or by telephone you can expect us to deal with your enquiry quickly and efficiently. If you are dissatisfied, please contact us. We comply fully with all Ofcom rules concerning mis-selling. Further information can be found on our website <http://www.kcom.co.uk>.



### **Provision – ordering service**

When you decide to take our services, we want to provide them to you as soon as possible. We will ask you to enter into an agreement with us. That agreement sets out what we'll provide, what we expect from you and what you're agreeing to by signing up for the service.

The relevant standard terms and conditions, which cover your telephone and/or broadband services, are available on our website and through the links above.

We aim to provide your services within 6 working days (Monday to Friday 08:00 to 17:00, excluding bank holidays), but sometimes we can experience high levels of demand for new services. So we'll always let you know the date by which we aim to provide your service. Our fibre service and some telephone and broadband products take longer to install because of the work we need to do to complete the installation, but we'll agree a date with you when you place your order.

We'll work out the date you can expect your service from the date we receive:

- your order; any deposit or advance payment we have asked you for; and
- any information we have asked you for.

We'll work out the date you can expect your service from the date we receive:

- your order;
- any deposit or advance payment we have asked you for; and
- any information we have asked you for.

We can provide certain services to a group of people sharing a house or flat, which many students at local universities and colleges do. If you want this, you should give us the names of all the people who will have access to the phone line. Before we can connect you we have to make sure we have enough lines available. We also carry out a credit check. Please remember that we normally allow you to pay call charges some time after you made the calls. Large amounts of credit can be involved. We think it is reasonable to protect those customers who usually pay their bills promptly by checking that our new customers are also likely to pay on time.

To order a residential service call Customer Services on 01482 602555. For business customers call 0800 915 5777.

### **Moving to a new address?**

When you are about to move to another address, you should tell us. This will enable us to do any work in time for your move. We will provide a quote to you for any work that is required at the new address, if you call Customer Services on 01482 602555 or 0800 915 5226 if you are a business customer.



## **Cancelling service**

If you want to end the service, please tell us as quickly as possible so that we can arrange to send you a final bill. If you do not tell us to end the service, we will continue to send you bills and you will remain responsible for the charges.

To cancel your contract with us call 01482 602555 or 0800 915 5777 if you are a business customer. For our contracts that have a minimum term you may have to pay for the unexpired period of your contract if you cancel within that term. Our telephone and internet services are offered on various contracts terms so that you can select the best option for you.

You can see full details of your minimum term in our standard terms and conditions for the particular service.

## **Repairs**

While we try to make sure you don't experience problems with our service, sometimes things do go wrong.

If you think there is a problem with your service you should call 151 or 01482 602151. We'll then investigate to find out where the problem is and, if it's on our network and our fault, we'll try to repair it.

By problem, we mean the loss of the facility to make or receive a phone call, or of any other service we provide to you, due to a problem in any part of KCOM's network up to and including the main telephone socket for your property.

Sometimes problems might be due to things out of our control such as your equipment, your wireless set up or the number of devices you have connected to your network. Where we can, we will try to help you out with those problems but we won't always be able to resolve them and you may be charged as detailed in our Price Manual.

If we arrange an appointment with you to repair a problem at your premises but you're not in when we call, you may be required to pay the charge detailed in our Price Manual.

Details of these charges can be found here: - [www.kcom.com](http://www.kcom.com)

Our target is to clear problems that are our responsibility by the end of the second full working day after you report it to us (Monday to Friday 08:00 to 17:00, excluding bank holidays).

Some customers may be entitled to priority repairs and we do have some service options that provide you with enhanced repair services. Please contact us if you'd like further information about these services.

Repairs to public coinboxes can also be reported on 151. We do our best to repair damage caused to our public payphones by thieves and vandals and try to make sure



that at least 95% of our payphones are working at all times. We are proud of our record but fighting crime needs your help. Please let us know about payphones that are out of order. We will try to get them working again as quickly as possible.

## **Pricing**

We will always provide a quote to you for the cost of any work you ask us to do, before we start the work and will invoice you after the work has been completed.

Call charges vary depending on the destination of the call and the network over which the call is carried. Our call recording and billing systems have to meet standards of accuracy which are set by independent organisations.

The obligations placed on us, require us to publish a price list for the services that we provide in Hull and the surrounding areas and in respect of which we have been designated as having significant market power. It is available on the regulatory pages of our website: [www.kcom.com](http://www.kcom.com) or alternatively call Customer Services on 01482 602555 for residential customers or 0800 915 5226 for business customers.

Nationally advertised services from other operators do not apply to our call charges. National advertising saying how much premium-rate calls cost per minute or that "Lo Call" or "Local Call Rate" may be charged can also be confusing. For instance our "local call rate" may be our untimed one, but the adverts usually mean the timed BT rate.

Our call charges may change from time to time. Full details of all our current charges are always available from Customer Services and on our website.

In respect of the services that we provide in Hull and the surrounding areas and in respect of which we have been designated as having significant market power, we will announce significant changes to our charges through one or more of the following means:

We will publish details as soon as possible on our website;

- we may include details of such changes on your bill;
- we may send notice to you by email, if you have registered an email address with us;
- we may send notice to you by post.

We will do this at least two weeks before the changes take place.

Where we publish retail charges for calls to destinations outside the area, these will include the amounts we have to pay other operators for delivering your calls.

If you are a residential customer and we agree to let you have free calls as part of a phone packages, you must not ask for or take any payment for letting someone else make local calls on your line.

## 6. Paying bills

We operate a monthly billing system by default, but we can offer quarterly or annual billing on request. This means you will normally be billed once a month. Each bill shows the phone number you should call if you have an enquiry about your bill. All our replies have the name and phone number of the person dealing with the enquiry, and say how you can contact them. As well as call charges, you will be billed for the rental of your lines and any equipment you hire from us (such as phones). All rental charges are payable in advance.

### Itemisation

We normally provide all our customers a fully itemised list of national, international and mobile calls, no matter how little each call costs. However, we do not itemise local calls which are provided in your phone package. This means you will see on your bill the cost of each call and how long it lasted. If you prefer not to have your calls itemised, please let us know. Unless you tell us not to, your bills will be itemised.

### Paying your bill

We want to make sure that bills don't get so large that people may not be able to pay them. We may tell you that your bill for calls has got so high we are worried you may not be able to pay it. If that happens, we will discuss your options with you or may suspend your service.

### Payment Options

We have a range of payment options to make it easier for you to pay your phone bill. You may pay:

- by cash, cheque and direct debit from your bank account; or
- by post or by visiting a bank or post office.

Residential customers who choose to pay by direct debit receive a monthly discount for doing so. Details can be found in the pricing area of our website [www.kcom.com](http://www.kcom.com).

We belong to the PayPoint scheme that allows payment where the PayPoint symbol is displayed.

We also have a budget scheme that helps you by spreading the cost of your bill over 12 monthly payments that we will agree with you in advance. This service is available by direct debit only. If you have difficulty paying your bill in full, please contact us early as we may be able to make arrangements for you to pay the bill in instalments.





## **Disconnection**

If you cannot pay your bill please contact us by using the telephone number shown on your bill. Most of our customers pay on time. It is only fair to them to keep our costs down by insisting that bills are paid promptly. Nevertheless, in cases of genuine financial difficulty, we may be able to help perhaps by extending the time for payment or agreeing payments by instalments.

We will only disconnect you as a last resort but if we have to cut you off then you may have to pay a reconnection fee. We will not cut you off for non-payment while there is a genuine dispute about an unpaid bill for rental or call charges, but only so long as you have paid for all charges that are not disputed. In these circumstances we will not disconnect you from the emergency services on 999 or 112.

For further details please ask for a leaflet on our disconnection policy.

## **Standards of service and compensation**

Sometimes things can go wrong and, if it's our fault, you might be entitled to compensation.

If we fail to install your service or repair it on time then you can contact us and we'll consider your claim.

When we consider your claim we'll take into account the amount of time you've been without service and any other relevant factors. We'll treat you fairly and deal with your claim promptly.

We might not always be able to accept your claim, for example because of circumstances beyond our control, or where the fault has been caused by you, or otherwise where our terms and conditions state that we are not responsible or liable. If we are unable to accept your claim then we'll always let you know why.

## **Complaints**

Our complaint procedure which is available on our website tells you how to complain. It describes how we handle complaints, what happens if you are unhappy and escalate a complaint and provides details of your right to go to Alternative Dispute Resolution if you are dissatisfied with the outcome of your complaint. We are a member of the Telecommunications Ombudsman scheme for communications (Ombudsman Services: Communications, "OSC"). A complaint may be taken to OSC if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks.

We will try to deal with your complaint promptly and sympathetically. We aim to resolve all complaints within 5 days.

If you have a complaint, the first point of contact is:

### **Residential**

Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE

Email address: [info@KCOM.com](mailto:info@KCOM.com)



Phone number: 01482 602555 or 01482 606101 (internet only)

Text phone number: 01482 320101

Fax number: 01482 223366

### **Business**

Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE

Email address: [businesscare@KCOM.com](mailto:businesscare@KCOM.com)

Phone number: 0800 915 5777

Fax number: 01482 588573

### **You can contact OSC as follows:**

OSC website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

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

Email address: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Phone number: 0330 440 1614

Text phone number: 0330 440 1600

Fax number: 0330 440 1615



Phone number: 01482 602555 or 01482 606101 (internet only)

Text phone number: 01482 320101

Fax number: 01482 223366

### **Business**

Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE Email address:  
businesscare@KCOM.com

Phone number: 0800 915 5777

Fax number: 01482 588573

### **You can contact OSC as follows:**

OSC website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

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

Email address: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Phone number: 0330 440 1614

Text phone number: 0330 440 1600

Fax number: 0330 440 1615

## **7. Premium rate and non-geographic service numbers**

When you make a telephone call to a service number – one beginning 08, 09 or 118 - the cost of calling these service numbers will be made up of two parts:

**An access charge:** This part of the call charge goes to your telephone service provider and is charged as pence per minute.

**A service charge:** This is the rest of the call charge. The organisation you're calling decides this and will tell you how much it is in any advertising for the service.

Depending on your package, calls to some or all of these numbers may be included in your inclusive call allowance. Where they are not the access charge and service charge will be separately identified on your bill so you are clear about the cost of the call. KCOM's access charge for calls to all 084, 087, 09 and 118 numbers can be found in the Price Manual [www.kcom.com](http://www.kcom.com) which also contains details of the types of calls that are inclusive in each of our price packages.



## PhonepayPlus

Calls to all premium-rate services (numbers beginning 09 and 118) called through a UK dialling code are subject to the PhonepayPlus Code of Practice. The PhonepayPlus code also covers services that provide recorded information and those involving live conversations. It also covers directory enquiry calls and reverse billed SMS (where you are charged for the receipt of messages). Those providing the services must comply with specified standards of advertising, behaviour, decency etc which are set out in the PhonepayPlus Code of Practice. You can view this on the PhonepayPlus website at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk).

Similar services are available by dialling international numbers but these numbers are not regulated by PhonepayPlus. They can be very expensive and may contain sexually explicit content. If you are not sure whether a number is a premium-rate number, a UK number, or an international one, please call Customer Services on 01482 602555 or for business customers 0800 915 5777, and ask for help.

## How to bar access to PRS numbers

We provide the option for you to bar access to premium-rate calls. You can prevent calls to all UK premium rate numbers. The barring may be a total block or you can choose one that allows you to block and unblock by dialling a Personal Identification Number we give you. You can also choose to block national or international calls. For more details on how to restrict calls from your phone, or how to change an existing restriction, please call Customer Services on 01482 602555 or for business customers 0800 915 5777. Services advertised with a 00 prefix (international calls) will still be available unless you have barred them; these may include uncontrolled adult services overseas.

## Disputes about PRS numbers on your Bill

If there are PRS numbers that you do not recognise on your bill, please phone Customer Services who will attempt to resolve your query. PhonepayPlus also provides a facility on its website where you can check a PRS number on your bill if you are unsure of it. The number checker can be accessed here <http://www.phonepayplus.org.uk/>

## Complaints about premium rate services

What we can do for you:

Provide information on general questions about premium rate services.

- Deal with number-checking requests through the facilities provided on the PhonepayPlus website at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk).
- If available, provide details of the service provider for the premium-rate service number so that you can contact them direct for a refund.
- Provide information about the prices for calls to any premium-rate service number on our network.
- Provide basic information about how premium rate services work, including whether the calls in question were on our own network or on the network of another provider, together with a basic explanation of how revenue share works.
- Provide information about how you can bar calls to all or specific premium-rate



numbers from your phone line.

- Provide information about how 'internet diallers' work and how you can identify and take action (such as improving your computer's security), to avoid similar problems in the future.
- Provide information on other options available for getting refunds in cases of abuse or problems involving premium rate calls.

### **How to complain to PhonepayPlus**

If you have a complaint about a particular service that you think is regulated by PhonepayPlus, you can send them a formal complaint. There are various ways of doing this:

- By using the PhonepayPlus online complaint form which can be found at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk).
- By calling their free helpline on 0800 500 212 from 9:30am-5pm, Monday-Friday excluding bank holidays.
- By writing to them at PhonepayPlus, Freepost RT JJ-RLGS-HRJK Clove Building, 4 Maguire Street, London, SE1 2NQ
- Consumers who are hard of hearing can now contact PhonepayPlus via textlink on 020 7407 3430.

### **Non-geographic service numbers and personal numbers**

We are committed to ensuring that charges for calls to all non-geographic service numbers (beginning 08) and calls to 070 personal number services are clear and easily understandable. Charges for these calls can be found in the Price Manual [www.kcom.com](http://www.kcom.com) together with details of any special offers, discount schemes or call bundling arrangements that apply to these calls. You can also find out more by calling Customer Services on 01482 602555 or for business customers 0800 915 5777.

## **8. Telephone preference scheme and fax preference scheme**

If you do not wish to receive unsolicited marketing calls or faxes from companies and organisations you can register with the Telephone Preference Scheme (TPS) and Fax Preference Scheme (FPS). It is an offence for organisations or companies to continue to make unsolicited calls to individuals or businesses who have registered their details with the scheme. You can register for the TPS and FPS at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by calling 0845 070 0707.



## 9. Your rights and obligations

We provide services to you under our standard terms and conditions for the particular service. The Code does not take away any of your legal rights and does not form part of any contract.

### Information we hold about you and data protection

We want to protect the information we hold about you from disclosure to anybody who should not have it. We will agree a security password with the person in whose name the contract is held. We may ask for this security password before taking future orders and will not normally allow orders to be taken from anybody unless the security password is quoted first.

We also want to market the telecommunications services we offer to you as well as we can. In particular, we want to keep you better informed about things that may interest you, such as discounts on calls to your most frequently called numbers. To do this effectively, we process information about the way you use our services. This includes information about the size and make-up of your bills, the numbers you call, and the times at which you make calls. However, **we do not disclose this kind of information to anyone else.**

## 10. Communication with you

We have issued this Code after discussions with the Government-appointed industry regulator, Ofcom. It is available on our website and you can ask for a hard copy by calling us on 01482 602555. We can also arrange for large print or Braille copies to be made available to you

## 11. Our other obligations

### Fair-trading

We have a policy of fair trading. Other suppliers of telecommunications products and services may compete with us and we will compete fairly with them.

You should be free to choose and we will try to give you accurate information to help you make your choice.

### Public payphones

Some payphones may be privately owned and operated such as those in pubs, clubs, shops and hotel foyers. They may still be available for public use but the charges are set by the owner. Where this happens, the charges should be shown by the phone. If you come across a private payphone where the charges are not shown, please let us know by calling Customer Services.

All payphones will allow you free calls to emergency services (Fire, Ambulance, Police, Coastguard) using the recognised emergency numbers 999 or 112. You will be connected promptly to operators who are trained to handle emergency calls. We take our obligations to provide access to emergency services very seriously. If you think your emergency call has not been answered quickly enough, we would like to know.



## Malicious and nuisance calls

We know how distressing malicious and nuisance calls can be. Making such calls is a criminal offence. If it happens to you, please let us know. We can discuss various solutions including:

**Interception:** The operator will check who is calling and ask you if you want to take the call.

**Call tracing:** We can set up a system so that you trigger our tracing of the caller's number when a nuisance call is made. We will only release that number to the Police.

## 12. Improving the Code

We hope you have found that this Code answers your questions or lets you know what you should do and who to contact.

If you wish to make suggestions about improving the Code, please let us have them. We review the Code annually and discuss the changes that have been suggested.

## 13. Useful numbers

### Office of Communications

[www.ofcom.org.uk](http://www.ofcom.org.uk)

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

Tel: 0300 123 3333

Full details of how to contact Ofcom, including providing them with information online can be found here <http://www.ofcom.org.uk/contact-us/>

### PhonepayPlus

[www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

4th Floor  
Clove Building  
4 Maguire Street  
London  
SE1 2NQ  
Tel: 0800 500 212



### **Trading Standards Advice**

Hull City Council  
Trading Standards Advice Centre  
33 WithamHull  
HU9 1DB  
Tel: 01482 300300

### **East Riding of Yorkshire Council**

Consumer Protection  
County Hall  
Beverley  
HU17 9BA  
Tel: 01482 393939

### **Hull Council of Disabled People**

75 Ferensway  
Hull  
HU2 8  
Tel: 01482 326140

### **Citizens Advice Bureau**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

The Wilson Centre  
Alfred Gelder Street  
Hull  
HU1 2AG  
Tel: 01482 224608

### **Our office hours**

Our main office address is 37 Carr Lane, Hull HU1 3RE where we have a self-service Customer Centre with access to assistance available should you require it.

Customer services are open from 8.30am to 7.30pm from Monday to Friday and from 9.00am to 5.00pm on Saturday. These times do not include Sundays, public and bank holidays when our offices are closed. Technical support is open from 8.00am to 9.00pm from Monday to Friday, 9.00am to 6.00pm on Saturday and Sunday, and 10.00am to 6.00pm on bank holidays. If we do not open on other days, we will issue a notice telling you of the changes.