



## CUSTOMER CODE OF PRACTICE

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## 1. Who we are

KCOM is part of KCOM Group PLC. We provide a range of communications and integration services to both public and private sector organisations throughout the UK.

For further information please visit our website <https://business.kcom.com/>.

## 2. Our services

We provide straightforward solutions in three portfolios: Connect, Cloud and Communicate.

Our range of products supports businesses of all sizes, from ADSL broadband to Fibre Ethernet internet and network connectivity options, wireless networks and HSCN connections; Office 365 and Hosted Exchange, plus a range of hosting options from managed hosted servers to colocation and our hybrid hosting platform; to fully featured fixed line and IP-based voice solutions like SIP Trunks and our SmartComms UC service.

## 3. Our terms and conditions

The terms and conditions that apply for the standard services we provide are available on our [website](#).

If you cannot find the terms and conditions for your service then please contact us and we will provide you with the information you need.

## 4. Managing your service

Your terms and conditions will specify how long we will take to deliver and repair your services and what you can do if things go wrong. You can check our service status to get real-time information on our products and any planned maintenance and also find details of how to contact us [here](#).

## 5. Sales Practices

KCOM Sales personnel will behave in a courteous and professional manner at all times. You will not be harassed or pestered. Whether we contact you in person or by telephone you can expect us to deal with your enquiry quickly and efficiently.

We want to ensure that we sell our services responsibly and prevent any misunderstandings arising from information we give you and so have taken steps to ensure that we are compliant with Ofcom's rules. Further information can be found [here](#).

## 6. Paying for your services

Your terms and conditions set out the basis on which we will invoice for the services we provide you with. If you cannot pay your bill, please contact us. Our [Disconnection Policy](#) sets out how we manage any difficulties with payment and the steps we will take.

## 7. Complaints

We want you to be happy with the service we provide but recognise that sometimes things can go wrong.

Our Complaints Code of Practice describes how you can complain, how we handle complaints and what happens if you are unhappy and escalate a complaint. Our Complaints Code of Practice is available [here](#).

## 8. Premium rate and non-geographic service numbers

### 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 is set by KCOM 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.

This arrangement is called revenue-sharing. Most of the charge you pay for calls to these services goes to the service providers offering the content, product or services. KCOM retains the access charge.

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 we retain will be separately identified on your bill. KCOM's access charge for calls to all 084, 087, 09 and 118 numbers can be found when you log-on to your account and you will also find details of the types of calls that are inclusive in your price package.

### Premium Rate Services

"Premium-Rate Services" ("PRS") are products and services that that you pay for through your telephone bill and include:

- calls to fixed line numbers which begin with 118, 087, and 09;
- SMS shortcodes which are five or six-digits long and usually begin with 5, 6, 7 or 8; and
- "charge to mobile" services, such as payments to app stores for content you have downloaded or for subscriptions you pay to access services.

They will appear as a separate charge on your bill or on your pay-as-you-go mobile usage statement. These services might provide access to recorded information, competitions, voting, chatlines and things that you can download such as ringtones or be used for charity donations.

### The Phone-paid Services Authority

The Phone-paid Services Authority is the UK regulator for content, goods and services charged to a phone bill.



Service providers offering PRS are responsible for complying with the Phone-paid Service Authority's Code of Practice which sets out specified standards of advertising, behaviour, decency etc. You can view the Code on the Phone-paid Services Authority website at <https://psauthority.org.uk/>. The Phone-paid Services Authority investigates complaints relating to PRS, including complaints about advertising and call charges and can impose penalties on PRS service providers where the Code is breached.

Similar services are available by dialling international numbers but these numbers are not regulated by the Phone-paid Services Authority. 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 contact us and ask for help.

### **How to bar access to PRS numbers**

We provide the option for you to bar access to premium rate services. 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 contact us. 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 recognize on your bill, please contact us and we will attempt to resolve your query. The Phone-paid Services Authority 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 <https://psauthority.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 Phone-paid Services Authority website at <https://psauthority.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 the Phone-paid Services Authority

If you have a complaint about a particular service that you think is regulated by the Phone-paid Services Authority, you can send them a formal complaint. There are various ways of doing this:

- By using the Phone-paid Services Authority online complaint form which can be found at <https://psauthority.org.uk/>
- By calling their helpline on 0300 303 0020 from 9:30am-5pm, Monday-Friday excluding bank holidays. Calls will cost no more than a geographic 01 or 02 call.
- By writing to them at Phone-paid Services Authority 25th floor, 40 Bank Street, London, E14 5NR.

## 9. Nuisance calls

KCOM has taken action to help prevent nuisance calls getting through to our customers but we may not be able to prevent all nuisance calls from occurring. If you are receiving nuisance calls please report them to us and they will be investigated. We are also happy to provide advice on actions you can also take to prevent nuisance callers.

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 <https://www.tpsonline.org.uk> or by calling 0845 070 0707.

## 10. Our contact details

If you would like to get in contact you can do so by calling or emailing us or through our website:

### For Sales

**Business sales:** 0345 122 4222

**Partner sales:** 0345 122 4777

**Email:** [sales@kcom.com](mailto:sales@kcom.com)

### For support enquiries

**Business support:** 0345 122 4222

**Small business support:** 0345 122 4333

**National consumer support:** 0345 122 4111

<https://business.kcom.com/contact-us/>