

Code of Practice for Premium Rate Services and NTS Calls

<p>January 2011</p>	
<p>Greystone Telecom Limited</p> <p>Purpose of this Code of Practice</p>	<p>(Company reg: 4066365) is a Communications Provider, established in October 2000, which provides both inbound and outbound telecommunications services to a wide range of businesses across the UK.</p> <p>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.</p>
<p>Premium rate services</p>	<p>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, 0872 and 0873 prefix numbers are now also designated as a Premium rate numbers and subject to PRS regulation. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.</p> <p>Charges for these services are added to your telephone bill. Calling a PRS number generally costs between 10.2 pence and £1.53p per minute per call or per text (incl. VAT). [These calls used to cost between 10p and £1.50p before the increase in VAT from 17.5% to 20%] 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 listed in our standard tariff, which is available on request from our Customer Services Team and via our website (details for both are listed in the next paragraph). We can give you a fact sheet on PRS.</p> <p>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 Tel: 0844 822 3943. Calls to this number may be recorded. Email: customer_services@greystonetelecom.co.uk</p> <p>You can also ask for help from PhonepayPlus (formerly ICSTIS), which is the industry-funded regulatory body for Premium Rate Services. PhonepayPlus operates a code of practice that sets out standards for the operation of PRS.</p> <p>You can access the PhonepayPlus website at www.phonepayplus.org.uk to check PRS numbers direct or to download a complaint form.</p> <p>PhonepayPlus 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 PhonepayPlus, see the "Useful addresses" section below.</p>

Number translation services

Number translation services (NTS) are based on numbers that are normally pre-fixed "03" or "05" or "08". For example, 0800 and 0808 prefix numbers are used to provide freephone services (some freephone services are also provided on 0500 numbers).

0844 and 0845 prefix numbers are used for dial-up pay-as-you-go, Internet access and can be used for customer service helplines or to provide an alternative number to underlying "01" and "02" prefix STD numbers. 0870 numbers are similarly used.

NTS are also used by organisations to help them provide call-management features, which are hosted at network level, many of which can empower customers, through a secure web portal to alter and control their own telecommunications, examples being Auto Attendant and Interactive Voice Response, Call Queue, Call Recording and Intelligent Call Routing (time of day, day of week, date in year, divert when engaged, call forwarding, mid call transfer and fax-to-email services).

Charges for calling services on NTS numbers are added to your telephone bill at our standard tariff if made from a UK landline and range from revenue share credit availability on certain 084 prefix numbers, to free calls on 080 prefix numbers and up to 10.2p per minute or per call (incl. VAT at the new 2011 prevailing rate Of 20%).

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 standard tariff, which is available on request from our Customer Services Team Tel: 0844 822 3943 (Conversations to this number may be recorded) and via our website www.greystonetelecom.co.uk/standard_tariff We can give you a fact sheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Irene Holmes PA to our CEO via our main switch number Tel: 0844 875 5000 between 09:00 and 17:30 Mon-Fri or
By email to: irene.holmes@greystonetelecom.co.uk

Our CEO Max Morrison 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 Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers** including, ultimately, referring your complaint to OTELO, whose address and contact details are referred to on the next page, under the section marked Useful Addresses.

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.

PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via 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.

<p><i>The Telephone Preference Service</i></p>	<p>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.</p>
<p><i>Useful addresses</i></p> <p>OTELO</p> <p>Ofcom</p> <p>PhonepayPlus</p> <p>Telephone Preference Service</p> <p>Federation of Communication Services</p>	<p>OTELO – PO Box 730, Warrington, Cheshire, WA4 6WU. Tel: 01925 430870 or 0845 050 1614 email: enquiries@otelo.org.uk Website: www.otelo.org.uk</p> <p>Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300 123 3333 email: contact@ofcom.org.uk Website: www.ofcom.org.uk</p> <p>PhonepayPlus (formerly ICSTIS)- Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500 212 or 020 7940 7474 Website: www.phonepayplus.org.uk email info@phonepayplus.org.uk</p> <p>Telephone Preference Service - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 Website: www.tpsonline.org.uk</p> <p>Federation of Communication Services (FCS) - Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 email: fcs@fcs.org.uk Website: www.fcs.org.uk</p>
<p><i>How to obtain this Code of Practice</i></p>	<p>Our Code of Practice is published on our web site at: www.greystonetelecom.co.uk/code</p> <p>Free copies will be made available on request in a variety of formats:</p> <ul style="list-style-type: none"> • Microsoft Office Word (.doc) • Adobe Reader (.pdf) • Large Print and Braille

<i>Our Contact details</i>	Head Office and Registered Business Address: Greystone House, Rudheath Way, Gadbrook Park, Northwich, Cheshire, CW9 7LL
<i>How to contact us</i>	Customer service phone number(s): Tel: 0844 822 3943 (Conversations to this number may be recorded) Fax: 0844 822 3944 (Faxes will be converted to an email attachment and sent to the address below)
<i>Our email</i>	Customer service e-mail: Email: customer_services@greystonetelecom.co.uk
<i>Our web site</i>	Web Address: Web site: www.greystonetelecom.co.uk

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