

Fleur Telecom Limited Code of Practice for Domestic Customers for Premium Rate Services and Number Translation Services

Issued by Fleur Telecom Compliance

Fleur Telecom Limited

Global House
60b Queen Street
Horsham
West Sussex
RH13 5AD

Email: Enquiries@fleurtelecom.co.uk

Web: www.fleurtelecom.co.uk/

Control

Document Reference:	Code of Practice for Domestic Customers and Premium Rate Services
Version:	1.2
Date of Publication:	14/04/2020
Distribution:	Public via public websites

Scope

This code applies to Fleur Telecom Limited and will be provided on request and free of charge to any Domestic Customer. We provide the following Lines and Services: Analogue Telephone Lines; Select Services; Broadband; Mobile. For information about any services offered or our terms and conditions please consult the Fleur Telecom website at www.fleurtelecom.co.uk/

Code of Practice for Premium Rate Services and NTS calls

The purpose of this code is to inform customers about Premium Rate Services, and for calls to Number Translation Services and Premium Rate Services.

Premium Rate Services have dialling codes starting with 09 or 0871 and are charged at a higher rate than normal calls.

They can include:

- Recorded information such as traffic reports, competitions, voting, chat lines and things you can download, such as ringtones
- Live services – for example, advice lines
- The company providing these services is known as a 'service provider'

Directory enquiry services with numbers that start with 118 are also classified as Premium Rate Services. The extra cost of the call is paid to the organisation offering that particular 118 service. The network operator who gives the service provider the 118 number will also take a

share of the price to cover the cost of carrying the 118 calls. Service providers often receive a share of the revenue from the cost of the call.

Fleur Telecom may provide access to Premium Rate Services through the lines and calls services we provide to you. For general Premium Rate Services enquiries please contact our customer services teams on 0333 320 4020. For number checks please use the link provided below. In relation to dealing with formal complaints about abuses of services please consult the Phone-paid Service Authority's Code of Practice: <https://psauthority.org.uk/for-consumers>

The Phone-paid Services Authority regulates Premium Rate Services. It publishes a code of practice that providers of Premium Rate Services must follow. This includes rules on advertising and promoting Premium Rate Services. The Phone-paid Services Authority may be able to help you if you have a complaint about a Premium Rate Service. A complaint can be raised with the Phone-paid Services Authority in the following ways:

- Online at www.psauthority.org.uk
- By calling 0300 30 300 20 (between 9.30am and 5.00pm, Monday to Friday)

The Phone-paid Services Authority is granted a range of powers under the Phone-paid Service Authority's Code of Practice. Where the Phone-paid Service Authority's Code of Practice has been breached the Phone-paid Service Authority may require the provider to take appropriate action to remedy any concerns that it may have. It can also impose one or more of the following sanctions as it considers are appropriate and proportionate:

- Issue a reprimand and/or warning;
- Order a provider to give refunds;
- Impose a fine;
- Bar access to the service;
- Require a provider to remedy the breach of the Code;
- Require a provider to obtain compliance advice or permission to run a service;
- Require a provider to submit to an audit of the service;
- Ban a provider or individuals associated with the provider from running some or all Premium Rate Services.

Some information and entertainment services, including services for adults, are provided by international companies. Phone numbers for these services may be advertised in the UK. We have no control over international numbers, but we can block premium rate and international numbers on your phone line if you want us to by enabling Call Barring, so calls to international numbers can't be made from your phone line.

Information about tariffs that apply on Fleur Telecom's network for calls to Premium Rate Service numbers can be found through this link <http://fleurtelecom.co.uk/pricing/>.

In relation to premium rate mobile services, they operate in a similar manner, but costs are associated with a purchase, donation, subscription or the cost of the text and are charged via SMS/MMS/WAP. Customers can unsubscribe to these services through the means provided on the sender's messages. To find information on details of the relevant Service Provider or Terminating Communications Provider which host the Premium Rate Service via the Phone-paid Services Authority website, click this link: <https://psauthority.org.uk/about-us/number-checker>

Number Translation Services

Number Translation Services (NTS) are calls to numbers shown in the National Telephone Numbering Plan as 'special services'. The National Telephone Numbering Plan is the UK's list of numbers that Ofcom has allocated to phone companies. The 'special services' include:

- 08 numbers, such as 0845 and 0870;
- 0500 freephone numbers (but not calls to 0808 99 numbers for flat-rate internet access calls)
- 070 personal numbers (numbers beginning 070 that are not mobile numbers).

Information on usage charges for NTS Calls, 0870 calls and calls to personal numbers can be found through this link: <http://fleurtelecom.co.uk/pricing/>

The Telephone Preference Service and Fax Preference Service

The Telephone Preference Service (TPS) is a free service. It is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls. If your number is registered with the TPS it is a legal requirement that companies do not make unsolicited and marketing calls to that number. More information can be found through this link: <http://www.tpsonline.org.uk/tps/index.html>

The Fax Preference Service (FPS) is a central opt out register whereby businesses (and individuals if they wish) can register their choice not to receive unsolicited sales and marketing faxes. It is a legal requirement that companies do not send such faxes to numbers registered on the FPS. More information can be found through this link: <http://www.fpsonline.org.uk/fps/>

Internet Diallers and Fraudulent Activity

Internet dialler scams are when the computer settings are changed on a person's computer so their internet connection is re-routed via an expensive telephone line. It can happen when a person opens a spam email, clicks on a pop-up box or visits a pay-per-view website and downloads the software that makes this change to their computer.

Fixed line or Premium Rate Fraud is when fraud is committed against telephone companies. Fixed line fraud can happen in a number of ways. In some cases, fraudsters gain access to a switchboard and sell on the ability to make calls through the switchboard to other people. This is known as Dial Through Draft (DTF) or Direct Inward System Access Fraud (DISA).

Fixed line fraud can include Premium Rate Service fraud, which is when fraudsters significantly increase the number of calls to a premium number so they can increase the revenue they receive from it.

Call selling fraud is another example of fixed line fraud. This is when fraudsters take out a phone service and sell on the ability to make calls through it to other people. The fraudster has no intention of paying the bill. The final form of fixed line fraud involves fraudulent applications, in this type of fraud, the fraudster takes out a phone service in a false name and leaves bad debt against the details used.

For information regarding any compensation or refunds available, please review our terms and conditions on the following link: <http://fleurtelecom.co.uk/terms-and-conditions/> or contact our Customer Services team. Further information and fraud advice can be found using the following link: <http://fleurtelecom.co.uk/fraudadvice/>

More information on frauds and how to report them can be found through this link: https://www.actionfraud.police.uk/report_fraud

Contact Details

If you have any queries and/or concerns about our services and their charges (including for Premium Rate Services and Number Translation Services) please contact our Customer Support Team 0333 320 4020 or enquiries@fleurtelecom.co.uk . On those occasions where a manager is unable to resolve concerns about Premium Rate Services and Number Translation Services or any charges for Premium Rate Services and Number Translation Services, the matter will be escalated further to our Complaints team who will undertake a full review of the circumstances resulting in your complaint.

We aim to resolve all complaints received by the Complaints team within 10 working days. Should we be unable to provide a suitable resolution for you at this stage – or if 8

weeks has passed since your initial complaint – then, we will provide you with a letter or email of ‘deadlock’ outlining our final position. Subject to eligibility, we will provide you with the details of our Alternate Dispute Resolution (ADR) scheme. The Complaints team can be contacted directly if you feel that matter is of a sufficiently serious or sensitive nature by emailing complaints@fleurtelecom.co.uk

Telephone ADR Scheme

For disputes concerning Premium Rate Services that have not been resolved through the complaints process and/or in line with our complaints code of practice, eligible customers can contact CISAS who are our Alternative Dispute Resolution scheme provider.

CISAS provides an independent service to domestic customers who are not satisfied with the resolution of their complaint. You must contact CISAS within 12 months of receipt of a deadlock letter or email.

CISAS Contact Details:

CISAS
70 Fleet Street
London
EC4Y 1EU

Telephone: 0207 520 3827

Email: info@cisas.org.uk

Website: www.cedr.com/cisas/

Other organisations that may be able to provide you with support include the Citizens Advice Bureau and Trading Standards.

Availability of this Code of Practice

This Code of practice is available at <http://fleurtelecom.co.uk/code-of-practice/>. Alternatively, please contact our Customer Support Team on 0333 320 4020 or enquiries@fleurtelecom.co.uk to obtain a copy.