

Number Translation Services (NTS) and Premium Rate (PRS) Services Code of Practice for Zen Home Talk and Business Talk Services



Introduction to Zen

Zen Internet provides award-winning broadband and telecommunications services to both residential and business customers throughout the UK.

Purpose of the code

This Code of Practice is a voluntary code and intended for our residential and business customers that utilise our Zen Home Talk and Zen Business Talk telephony services. It contains information relating to calls to Number Translation and Premium Rate services and explains what Zen's obligations are under the code and how we help protect our customers who utilise these services. This Code of Practice is reviewed on an annual basis or following any significant event which materially affects its content.

Number Translation Services (NTS) (Special Services)

NTS calls are calls to numbers defined as "Special Services" by Ofcom (http://www.ofcom.org.uk/telecoms/ioi/numbers/numbers_administered/) for example, numbers starting with 0845, 0844, 0870 as well as 0500 and 0800 Freecall numbers. We give details of prices for calls made to these numbers in our Price List and whether or not they are included in any of our discount packages.

Premium Rate Service (PRS)

Premium Rate Services are known as "Special Services at a Premium Rate" by Ofcom and start with the numbers 090, 091 and 098 and from August 2009, 087 (but NOT 0870). Directory Enquiry services which have numbers starting 118 are also classed as PRS calls.

How Premium Rate Services work

Calls to these numbers are charged at a much higher rate than normal calls as some of the call cost is sent to the provider of the service which might, for example, be recorded information (e.g. weather or traffic reports, competitions, voting, chat lines). The network operator who provides connectivity to the service will also take a share of the price to cover the cost of carrying the call and looking up the number in a database to know where to send it which may be to another network operator.

You should also be aware that some information and entertainment services, mainly services with an adult content, are provided by international companies using international phone numbers. These are not covered by UK legislation as they are not considered to be "Premium Rate" calls.

Charges for calling PRS numbers

Regardless of the Talk Package you subscribe to, the charges for calling PRS services are the same and can be found in our call tariff sheet.

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Internet “Diallers”

If you use dial-up to connect to the Internet and try to access services where you are expected to pay for the content – e.g. film and music downloads, sports highlights or adult content, you may be asked to install a piece of software, called a “dialler” . This will disconnect your dial-up connection and re-connect to a premium rate number (or an expensive international number) for the duration of the visit to the website.

If you have broadband, the "dialler" may use your computer's dial-up modem to connect to the PRS number without disconnecting your broadband connection. Many companies use diallers legally to allow people who don't want to pay for services with their credit cards to access their services and pay via their phone bill.

These companies should inform you of the premium rate call charges before you download the dialler and should keep you informed of ongoing charges. However, in some cases, diallers can connect your computer to a premium rate number without your knowledge or consent. Such services are known as “rogue diallers”.

Often the premium rate number used by a rogue dialler stays in your computer, so that every time you connect to the Internet, the dialler will dial up the premium rate number. You should therefore always be cautious about clicking on pop-ups or accepting downloads, particularly if these appear unexpectedly. We also recommend you install the latest software and upgrades to protect your computer from rogue diallers. If you use a broadband connection, we recommend you leave your computer's dial-up modem unconnected from your Zen Home Talk or Business Talk service line.

Consumer Protection

As part of our service to customers, we are notified of the number and the length of calls made to PRS services from our service providers. Systems are in place to help protect the bill payer from incurring unnecessarily high charges to these numbers and to prevent and protect the bill payer from possible fraudulent use of the service.

We may from time to time call you to confirm appropriate usage or temporarily re-route your service to our credit control and billing department to confirm that you are aware of such usage and may also request a subsequent advance payment for such calls prior to payment request for standard phone charges for calls to other numbers.

Premium Rate Service accesses can be barred by using the call barring facility within Zen’s call screening feature pack.

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Queries and Complaints about Premium Rate Services

If you have a complaint about a call to a Premium Rate service then you can contact us and we will:-

- Provide information about the role and remit of PhonepayPlus in dealing with complaints and how to go about making a formal complaint to PhonepayPlus via the website, helpline or in writing;
- Provide information about the tariffs that apply for calls to any PRS, NTS or Directory Enquiry number ranges;
- Provide basic information about how PRS services work including whether the call(s) in question were routed to service providers hosted on our own network or on the network of another Communications Provider, together with a basic explanation of how revenue sharing with SPs operates;
- Provide information about how consumers can bar access from their telephone to all or specific PRS, Directory Enquiry or international number ranges for reasons of cost or content;
- Provide information about the purpose of the Telephone Preference Service (“TPS”) and Fax Preference Service (“FPS”) and how to go about registering with such services;
- Provide information about how internet diallers operate and how customers can identify and take action, such as improving their computer’s security, to avoid further instances of these or similar scams;
- Provide information on the role of the Telecoms Ombudsman schemes in resolving disputes concerning PRS calls;
- Provide information on other options available to consumers for seeking refunds in cases of abuse or scams involving PRS calls;
- Provide contact details of individual Service Providers if we know them or the Terminating Communications Providers which host them; and where available typically via PhonepayPlus’ website at www.phonepayplus.org.uk;
- Provide Service Providers’ customer service contact details where customers can obtain further information about services provided on the PRS numbers found on their bills if we know them.

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PhonepayPlus

If you have a complaint about premium rate services you should contact PhonepayPlus. PhonepayPlus is the industry-funded regulatory body for all premium rate charged telecommunications services. It regulates the content and promotion of services through a Code of Practice. PhonepayPlus investigates complaints and has the power to fine companies and bar access to services. PhonepayPlus investigates complaints about any promotion or service involving the use of a telephone connection (including Internet or interactive TV) to make a premium rate call. Examples are:

- Services which start with the numbers 090 xxxx and from services which start with 0871, 0872 or 0873
- Directory Enquiry (DQ) services operating on 118 xxx
- SMS text messages charged at a premium
- Information services (such as traffic and weather report services) on mobile telephone short codes

PhonepayPlus may also be able to assist in complaints concerning international services commencing 00 xxx and which involve adult entertainment.

Contact Details

PhonepayPlus

Clove Building, 4 Maguire Street, London, SE1 2NQ

or

PhonepayPlus

FREEPOST, WC 5468, London SE1 2BR

Freephone: 0800 500 212

Fax: 020 7940 7456

Web: www.phonepayplus.co.uk (online complaint form)

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Contacting Zen Internet

Zen strives to continually improve the way we serve our customers. You can contact our customer services department relating to issues relating to:

- The barring of calls to PRS services
- Dealing with abusive telephone calls received
- Information relating to the barring of incoming telephone calls

Zen Internet – Sandbrook Park, Sandbrook Way, Rochdale OL11 1RY

www.zeninternet.co.uk

Technical Support (Fault reporting)	Telephone: 01706 902 009 8am - 8pm weekdays, 9am - 5pm weekends (fault reporting) 9am - 5pm weekdays (fault response)
Customer Services (Checking of Line transfers, installation dates and general enquiries)	Telephone: 01706 902 000 9am - 5pm weekdays customerservices@zen.co.uk
Sales (New services and service re-grades)	Telephone: 01706 902 000 9am - 5pm weekdays homeenquiries@zen.co.uk businessenquiries@zen.co.uk
Customer Billing (Billing enquiries)	Telephone: 01706 902 000 9am - 5pm weekdays customerbilling@zen.co.uk
General Enquiries	Telephone: 01706 902 000 Fax: 0845 058 9005 info@zen.co.uk

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Please Note:

We are closed on Bank Holidays

Calls made to our 0845 numbers from a Zen Home Talk or Home Talk PLUS service are charged at 5.62p per minute during the day and 2.04p per minute during the evening and weekend. Calls made from mobile telephones will be higher.

Zen Broadband Voice and Zen Business Talk SIP customers can call us free by dialling 777 from their Service.

Calls may be recorded for training and monitoring purposes.