

TalkTalk Consumer Code of Practice

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TalkTalk Consumer Code of Practice

This code of practice does not affect in any way your legal rights as a customer, nor does it form part of a contract between you and TalkTalk.

1. About TalkTalk

TalkTalk is the consumer telephone business of The Carphone Warehouse Group plc, Europe's leading independent communications retailer.

2. Purpose of the code

The code of practice aims to ensure best practice when we work with our customers.

The code provides:

- information on how to contact TalkTalk;
- information on some of our main services;
- information on our sales and marketing activities;
- information on billing and pricing issues;
- information on premium-rate and number-translation services;
- information on how to make a complaint;
- contact details for alternative complaint bodies.

3. How to contact us

You can contact us in any of the following ways:

By phone: 0870 444 1820

By e-mail: customerservices@talktalk.co.uk

In writing: TalkTalk Telecom Limited
1 Portal Way
London
W3 6RS

You can also visit us at www.talktalk.co.uk

You will find contact details of useful organisations in section 10.

4. Background and services

TalkTalk offers telephony services mainly to residential consumers. These services include line rental, outbound calls and broadband internet access.

We use the telecoms network of our sister company, Opal Telecom Limited, also part of The Carphone Warehouse Group plc. Opal owns a UK national

telecommunications network that is connected to BT and several other network operators.

4.1 Calls

To route telephone calls, we use carrier pre-selection, which enables you to pre-select an alternative carrier to BT for certain kinds of calls, and to be billed directly by that carrier without needing to dial codes before each call or have a router box plugged into the line. Please note, however, that to receive free international calls to certain countries you may have to dial a prefix (currently 18418) before the telephone number.

4.2 Line rental

We also offer our customers the option of having us supply their line rental. We buy this product wholesale from BT.

4.3 Our latest network development

We are currently deploying a new state-of-the-art network using a technology called local loop unbundling.

The local loop (also known as the last mile) is part of the BT telephone network and is the physical link, the copper wires, between the customer's premises and the local telephone exchange. In the past, this has meant in practical terms that telephone and broadband users have had to have a phone link with BT to make and receive telephone calls and/or use broadband services from alternative suppliers.

Aiming to introduce competition in the UK telecoms market, Ofcom has determined that competitors to BT should be granted access to the local loop, referred to as local loop unbundling. This allows competitors to install their own equipment in BT's exchanges so that BT's copper wires are physically switched to their equipment.

Through our local loop unbundling network we will be offering both telephone and broadband services to our customers who live in areas covered by the network. In all other areas of the country, we will continue to offer calls and line rental using carrier pre-selection and wholesale line rental as explained above.

5. Sales and marketing activities

5.1 Background

TalkTalk is one of the leaders in providing telephone services to consumers in the UK. Customers join us through residential marketing, over the telephone, through the internet and by signing up in a Carphone Warehouse shop.

We are committed to giving outstanding service, which includes our sales and marketing activities. It is essential that our customers understand, at the point of sale, the services offered and the contract they are entering into.

When dealing with our customers, we seek to follow the five principles that are central to The Carphone Warehouse, which are:

- If we don't look after the customer, somebody else will.

- Nothing is gained by winning an argument but losing a customer.
- Always deliver what we promise. If in doubt, under-promise and over-deliver.
- Always treat customers as we ourselves would like to be treated.
- The reputation of the whole company is in the hands of every individual.

5.2 Sales, marketing, advertising and promotion

TalkTalk keeps to all official codes of practice, including advertising and consumer-protection regulations. This includes the Mailing Preference Service, the Telephone Preference Service, the Fax Preference Service and the E-Mail Preference Service.

Our advertising and promotions comply with the British Codes of Advertising and Sales Promotion. We always aim to ensure that our advertising and promotional literature is clear, unambiguous, accurate and fair and that it does not contain any false or misleading information about price, value or service.

We do not denigrate other providers of telecommunications or broadband internet services.

5.3 Recruitment

We follow strict procedures when we hire and train sales agents who will market and sell our services in face-to-face sales, telephone sales or residential sales.

While operating within the framework of current employment law, we specifically take into account when recruiting sales agents:

- behaviour and appearance – we recognise that the sales person may be seen as the ‘public face’ of the telecoms industry as a whole;
- security – we thoroughly check and consider all references and relevant convictions for criminal offences;
- evidence of mis-selling or lack of integrity in any previous selling employment.

In addition we require sales agents to follow these rules:

- They must provide proof of their NI number, proof of their address and two references.
- Their referees must not be related to them.
- Their business referees must not both be from the same company.
- Those who leave the company must return all company property including materials, contracts and identification badges.

If a sales person transfers to another company, we will keep a copy of their records for at least three years.

5.4 Sales training

After recruitment, all our sales agents are trained to ensure they have sufficient understanding of the relevant sections of this code. They are tested to demonstrate this. We also require our sales agents to go through a continuous training programme to update their knowledge as and when necessary.

Their training also ensures a good understanding of the following topics:

- how competition in telecommunications works in the UK;
- what telephone services TalkTalk provides and how these may differ from competing telecoms products;
- how the customer orders competing telephone services in the UK;
- the relevant principles of consumer-protection law;
- TalkTalk's prices and other terms and conditions of service and, in particular, methods of payment, duration of contract and termination fees;
- the nature and cost of any additional TalkTalk services;
- the process for cancelling the contract during the cooling-off period and at any time after the service has started; and
- how we handle customer complaints.

5.5 Remuneration (payment) systems

Our remuneration systems discourage misleading or exploitative sales practices. All agencies representing us disclose all details of incentive schemes to us.

5.6 Customer contact

We want to ensure that you have a pleasant and reassuring experience whenever you come into contact with any of our sales agents. We keep to the following principles when we contact new customers:

- Our representatives will show discretion when they visit your home, particularly after dark. We do not visit homes before 9am or after 8pm, unless you ask us to.
- We will not call you before 8am or after 9pm, unless you ask us to.
- If one of our representatives visits your home, they must wear an identity badge that clearly displays the name of TalkTalk and a unique identification number for that representative. The identity badge must also display the representative's first name and surname, a recent (less than one-year-old) passport-style photograph and an expiry date on the identity badge. The badge will be set out clearly using 14-point type.
- Our representatives will carry a Braille version of the badge at all times and will make this available to you on request.
- Our representative will wear the badge on their chest so you can read it without effort. It should not be hidden by clothing or anything else.
- Each representative will hand over the set of two badges to a senior co-ordinator at the end of each day. They will be re-issued to the individual on the next working day.

- On contacting you by phone, our representatives will immediately identify themselves, giving their name, and say that they work for TalkTalk from The Carphone Warehouse. They will also explain that TalkTalk is a residential telecoms provider, why they are calling and the expected call length. If visiting or meeting in person, they should show you their identity card immediately.
- We aim to keep our representatives informed of local anti-burglary initiatives, password schemes and similar.
- When our representatives visit your home, you must be able to verify that they are genuine. The name badge gives details of the customer services phone number to call. Also, when you sign up, our representative will give you a leaflet stating the company's name and address, a contact telephone number and email address.
- In The Carphone Warehouse stores our representatives will wear identity badges that clearly display their first name and surname.
- Our representatives will be courteous, use appropriate language and offer clear and straightforward explanations. They will use only the material that we have approved to explain the service to you, including how our service may cover network services provided by other companies.
- Our representatives will never misrepresent the services of TalkTalk or any other company and will always provide factual and accurate information.
- Our representatives will check that you understand that you are entering into a contract with us to arrange an alternative provider for your telephone service or broadband service (or both).
- In a sales telephone conversation, our representative will mention the name TalkTalk at least three times during the call.
- Our representatives will cease contact if you indicate that the contact is inconvenient, unwelcome, inappropriate or too long. If you request it, the representative will end the discussion immediately and, if visiting your home, leave the premises immediately.
- Our representatives will never abuse the trust of vulnerable customers e.g. those who are elderly or whose first language is not English, or who have special needs. Our representatives will never pursue a sales conversation if they have reason to believe that the customer is vulnerable.
- Our representatives will never enter sheltered housing, nursing homes or residential care homes without the prior permission of the warden or other person in authority.
- The representative will confirm that the sale is being made to a customer who is a decision-maker for the household.
- We will not conduct any sales and marketing activities specifically aimed at people who are under the legal age for entering into contracts.

- We will keep marketing campaign records for six months, including the date and approximate time of the contact with you. These records will enable us to identify the salesperson(s) involved and help us deal with any complaint or query.

5.7 How you enter into a contract with TalkTalk

You may enter into a contract for TalkTalk services in three separate ways:

- in writing (when our representative visits your home or when you visit a high-street shop of The Carphone Warehouse); or
- verbally (when you agree over the phone to take the TalkTalk service); or
- by signing up on the TalkTalk or The Carphone Warehouse websites (www.talktalk.co.uk or www.carphonewarehouse.com).

Whichever way you join us, we have safeguards to ensure that you understand the service and know you are entering into a legally binding contract.

When we ask you to enter into a contract for TalkTalk services, our representative will provide in writing the following information:

- essential information including the name of TalkTalk, its address, telephone, fax and e-mail contact details;
- a description of our telephone service to enable you to understand the service you have chosen and how it works;
- information about the major elements of the service, including the costs of any standing charges, the payment terms, line rental, key call types and details of “protected or special support” arrangements;
- the arrangements for providing the service, including how we deal with the order and, as accurately as possible, when the service is likely to start – if the start date may be significantly delayed, we will let you know;
- your right of cancellation and how to exercise it; and
- how long the TalkTalk charges will remain valid.

We have designed our order forms and contracts to make the contractual nature of these documents clear to you.

When you sign a contract for our telephony service in your home or in one of The Carphone Warehouse shops

You will be asked to initial each of the following statements listed on the contract:

- I understand that TalkTalk is an independent company and not part of British Telecommunications plc (“BT”).
- I understand that if I am not the BT account holder, I must inform the BT account holder of this change. I am a decision-maker in the household; i.e. I have authorisation to make this request.

- I understand that a “go-live” process will occur over the next two to three weeks, and that it will include the standard letter that the BT account holder will receive from BT.
- I am aware that some of the TalkTalk services require customers to enter into a contract with a minimum term and I acknowledge that the minimum periods for the services to which I have subscribed have been explained to me.
- I understand that I can change my mind and cancel the request within 14 days.

You will be asked to sign and date the paper contract over the word ‘CONTRACT’.

The contract will clearly state next to the place of signature that the terms and conditions are set out overleaf.

The contract will ask you to confirm that you are over 18 and have the authority to change telecommunications provider for the telephone number concerned.

The contract will also state the business name and address for TalkTalk.

When you enter into a contract for our voice telephony service over the phone (either through being called by TalkTalk or through calling TalkTalk)

During the telephone conversation, the TalkTalk representative will ask you to confirm that you understand and agree to the following points:

- I understand that TalkTalk is an independent company and not part of British Telecommunications plc (“BT”).
- I understand that if I am not the BT account holder, I must inform the BT account holder of this change. I am a decision-maker in the household; i.e. I have authorisation to make this request.
- I understand that a “go-live” process will occur over the next two to three weeks, and that it will include the standard letter that the BT account holder will receive from BT.
- I am aware that some of the TalkTalk services require customers to enter into a contract with a minimum term, and I acknowledge that the minimum periods for the services to which I have subscribed have been explained to me.
- I understand that I can change my mind and cancel the request within 14 days.

We record all calls for training and quality-assessment purposes.

Our representative will ask you to confirm that you are over 18 and have the authority to change telecommunications provider for the telephone number concerned.

The TalkTalk representative will read to you the full direct debit guarantee as the means of payment for the TalkTalk service.

When you enter into a contract for our voice telephony service by visiting the TalkTalk website

You will be prompted to read and agree to the terms and conditions before completing the transaction of signing up for TalkTalk.

The final page will confirm your personal details.

5.8 After you have agreed to take the TalkTalk voice telephony service

You will receive a TalkTalk information pack either when you sign the contract or, if you agree to it on the phone, at your home address within seven working days.

You will receive at your home address a letter that contains the following information:

- date of notification;
- telephone number(s) (CLI)(s) affected;
- list of services affected/unaffected;
- date of switchover;
- TalkTalk's contact details for any queries;
- reference to the code of practice and how to get a copy.

With the letter you will also receive a general information leaflet giving full details of the service, how it works and frequently asked questions.

If the sale was not made face to face with a TalkTalk representative, the welcome pack will include a printed copy of the terms and conditions (these will have been provided at the point of sale for a face-to-face sale).

If you wish to cancel your TalkTalk service you can do so in writing, by telephone or by e-mail.

Cancelling TalkTalk at least 24 hours before your "go-live" date will mean the service will never go live. There is a cooling-off period, which lasts 10 working days from agreement of the sale at point of sale. If you cancel TalkTalk's telephone service before your go-live date, you will not incur any charge from us for doing so.

We aim to complete the process from agreement to the service going live within 20 working days.

We reserve the right not to enter into agreements.

Cancelling TalkTalk after you have gone live takes 10 working days from the date we receive a request to cease the service, as we are obliged to follow the procedures that the industry (including BT) has agreed to. During this period, you remain liable for the costs of any services we provide.

5.9 Consumer protection and other legal requirements

We comply with all applicable consumer-protection law and other legal requirements.

5.10 Audit

We will make regular audits of our systems, procedures and documents to ensure we comply with our code of practice.

5.11 Customer service

Our customer service representatives can help with all your queries, including products, billing and tariffs, at the following times:

Monday–Friday 8am–8pm
Saturday 9am–6pm
Sunday and bank holidays 10am–5pm

If you have any service enquiries, please call us on 0870 444 1820.

Alternatively, you may write to our customer service centre at:

TalkTalk Telecom Limited
Customer Services
1 Portal Way
London
W3 6RS

Or e-mail us at: customerservices@talktalk.co.uk

6. Fault repair

You can report faults to our customer services centre on 0870 444 1820 at the following times:

Monday–Friday 8am to 8pm
Saturday 9am–6pm
Sunday and bank holidays 10am–5pm

Faults can occur on the TalkTalk network, another operator's network, or on the telephone used by you or the person you are trying to call. If the fault is reported during normal working hours, we will try to establish its location. We may request that you carry out some simple checks to help us establish the cause.

If you have a TalkTalk line, repairing faults on our network is part of the maintenance cover we provide with our service.

If you have a BT line and the fault is not on our network, we may not be responsible for its repair. If the fault is on the BT network, you may need to report this fault to BT directly. To report a BT fault, call BT Residential on 0800 800 151.

7. Reconnection

If you are a previous TalkTalk customer and wish to come back to TalkTalk, please call us on 0870 444 1820 and we will aim to get you reconnected as soon as possible subject to our normal debt-collection procedures.

8. Pricing

We will be pleased to give you our prices on request. For pricing information please visit www.talktalk.co.uk or call us on 0870 444 1820.

9. Billing

We will send you a monthly bill. Your first bill will be issued about two weeks from the time that your TalkTalk service begins and then at about the same time of the month in subsequent months. Payment is by direct debit.

10. Online billing

This free, efficient service offers a fast and simple way to view and access your TalkTalk telephone account. The online billing system gives you instant access to your TalkTalk invoices.

If you would like to discuss online billing, please call Customer Services on 0870 444 1820 or register via TalkTalk's website at www.talktalk.co.uk.

When you register you will need to refer to a recent copy of your TalkTalk invoice. As an existing online-billing customer you can access your bills at: www.talktalk.co.uk.

The information provided online is the same as on our paper bills.

11. Disconnection for non-payment

Prompt payment of bills helps us keep our costs down so that we can continue to offer a highly competitive service. Please call us as soon as possible if you think you may have difficulty paying your bill. If there are special circumstances, we may be able to agree special arrangements with you to prevent disruption of your telephone service.

If a bill is not paid, we will make reasonable attempts to resolve the matter with you. However, if we cannot get a satisfactory explanation for the non-payment, we may suspend or disconnect your service in accordance with our terms and conditions.

12. Billing queries

We take billing accuracy very seriously. If you disagree with or do not understand your bill, please call us on the number quoted on your bill.

You are liable for the costs of any calls that you make over our network. If you query the charge for dialled calls, we will re-check the bill. If we find a mistake, you will be credited accordingly.

13. Difficulties in making or receiving calls

If you have difficulty in making a call, you should try re-dialling. If you still have difficulty, please call us on 0870 444 1820.

14. If you are dissatisfied with TalkTalk's service

We are committed to providing you with the best-value residential tele-communications service in the UK. We understand that faults can occur and, when they do, we want to correct them quickly. We offer a comprehensive complaint-handling process to solve your problem as soon as possible. You should also use our complaint-handling process if you want to complain about any aspect of how we marketed or sold the service to you.

When you call us, a customer service adviser will note the details of the problem and agree a course of action with you. Complex queries may take a little longer to resolve.

If you are unhappy with the response you receive, you may ask for the matter to be referred to a senior manager for further investigation.

If we cannot resolve your problem, we will write to say so. This is sometimes called the 'deadlock' letter. When you receive this letter you have the right to refer your case to the Ombudsman (see 'Resolving disputes' below). Any unresolved complaints can be referred to the Ombudsman 12 weeks after being raised with us.

You can find the Ombudsman's contact details in section 10. The Ombudsman will want to ensure that you have followed our complaints process before contacting him. If this is not evident, he is likely to refer the matter back to us for resolution.

If you receive the deadlock letter as described above, you must decide within six months whether you wish to refer the issue to the Ombudsman. Please note that the deadline for referring an issue is nine months after first making your complaint to us.

Even if you apply to the Ombudsman, you must still pay any amounts not in dispute.

We are happy to work with other independent bodies, such as Icstis, Citizens Advice, Consumer Advice Centres and Trading Standards Departments.

15. Resolving disputes

TalkTalk is a member of the Telecommunications Ombudsman scheme, which provides a free, independent service to help sort out complaints when customers and telecoms companies can't agree. It is run by the Office of the Telecommunications Ombudsman, Otelo for short.

Otelo's job is to investigate complaints fairly, listen to both sides of the story and look at the facts. If the Ombudsman decides your complaint was justified, we will honour his decision and put things right for you. To find out how the service works and what it covers, please ask for a copy of Otelo's complaints booklet 'Two sides to every story' by phoning 0845 050 1614. The scheme provides a straightforward alternative to legal action.

The Ombudsman can give you further details and you will also find information on Otelo's website. Contact details are shown in section 10.

16. Your rights and obligations

16.1 Data protection

We may collect personal information about you from various sources. These may include:

- the customer agreement, i.e. the agreement that you sign when you take a service from TalkTalk – this may include your name, address, other contact details and banking details;
- details you give if you contact us with an enquiry;
- direct marketing organisations;
- other publicly available sources such as the electoral roll.

TalkTalk is registered under the Data Protection Act and takes all reasonable steps to ensure there is no unauthorised access to your personal data.

We may use the personal data we hold to promote our products and services but we will not pass them to any other organisations for marketing purposes unless you have authorised us to do so.

In some circumstances we may supply information to organisations such as the police and other governmental agencies where the law permits us to do this.

We may record phone conversations for training purposes or to provide evidence of a transaction.

If you wish to know what personal information we hold on you, you can get this by writing to:

Data Controller
Legal Department
TalkTalk Telecom Limited
1 Portal Way
London
W3 6RS

You may wish to stop unsolicited telemarketing calls and faxes from other organisations. You may do this by calling the Telephone Preference Service (TPS) and the Fax Preference Service (FPS). The contact details for the TPS and FPS are given in section 10.

You should note that if you have previously told us that you are happy for us to contact you by telephone, registering with the TPS will not change that consent. So you would also need to contact us directly to let us know about your change of mind.

16.2 Terms and conditions

Our terms and conditions are available on request from our customer service advisers on 0870 444 1820 or on our website at www.talktalk.co.uk.

16.3 Services for disabled and elderly customers

If you are older or have a disability and wish to discuss any special telecommunications requirements, then please contact our customer service centre at the above address or telephone number. We will try and meet your needs where possible.

16.4 Protection and support of vulnerable groups

TalkTalk supplies telecommunications services to residential customers. We understand that some of our customers may have special needs and so require particular attention. Under our policy we assist any customers who may have difficulty using telephony services, whether they have a disability or are from other vulnerable groups.

17. Phonebook entry

If you have a TalkTalk line, you will need to specify the format of your phonebook entry to us. You can call us on 0870 444 1820 to discuss this.

If you have a BT line, then using TalkTalk's CPS (carrier pre-select) services will not affect your phonebook entry. With a BT line, you have a right to be included in the BT phonebook and directory enquiries, free of charge. You may also choose to be ex-directory.

18. Premium-rate and number-translation services

You may find the following information useful in case you are unsure about premium-rate (09 numbers) and number-translation services (08 numbers).

18.1 Premium-rate services

Icstis – the premium-rate services regulator

Icstis is the industry-funded regulatory body for all premium-rate charged telecommunications services. They regulate premium-rate services in their entirety – their content, promotion and overall operation – through the Icstis code of practice. Icstis's role is to prevent harm to consumers.

Icstis investigates complaints about the promotion and operation of services that involve the use of a telephone connection via a premium-rate number. This includes services available through various mediums such as voice (telephone), fax, Internet, mobile phone SMS and interactive TV. The potential content of these services is virtually endless.

Icstis regulates any service/promotion that is operating on one of the following number ranges:

- numbers beginning with 090 or 091;
- directory enquiry (DQ) services operating on numbers beginning with 118; and
- reverse-billed SMS (you are charged for the receipt of messages) containing content operating on shortcodes. Shortcodes have 4 or 5 digits and start with 8, 6 or 2. (SMS stands for short message service.)

Icstis can fine companies and bar access to services if its code of practice is breached. Icstis can also bar the individual(s) behind a company from running any other premium-rate services under any company name on any telephone network for a defined period.

Icstis can deal with lesser problems by issuing formal reprimands or ordering companies to come to us for prior approval.

Their service is free to consumers and fully independent.

How to complain to Icstis

If you think a particular service falls within Icstis's remit, you can submit a complaint to them. There are various ways of submitting your complaint but before you do, we recommend that you visit their online number-checking facility for instant information about the number in question. After that, please use one of the following methods:

- if you have a hard copy of the promotion in question (i.e. a page from a magazine), please supply your complaint in writing with a copy of the promotion to: Icstis, FREEPOST WC5468, London, SE1 2BR
- by using their online complaint form (www.icstis.org.uk)
- by calling their free helpline on 0800 500 212 from 8am–8pm, Monday–Friday.

Finding information about our premium-rate service (PRS) tariffs

You will find up-to-date information about the tariffs for calling PRS numbers from our network on our website (www.talktalk.co.uk).

How PRS works

Calls to PRS numbers are typically more expensive than calls to other telephone numbers. Most PRS numbers operate on the basis of a revenue-sharing arrangement. This means that the bulk of the revenue from calls to such services goes to the service providers who are responsible for the content, product or services provided or who act as resellers or aggregators on behalf of a number of such providers. The service providers are responsible for complying with most of the obligations imposed by the Icstis code of practice mentioned above.

The rest of the revenue is shared by:

- the consumer's "originating" telephone company (for instance TalkTalk, which receives a small fee for origination of the phone call); and
- the telephone company that contracts with the service provider and "terminates" the call on behalf of the service provider by providing network facilities.

How to bar access to PRS numbers

We offer the facility to bar calls to premium-rate numbers, which will stop any dialling on your line to all UK-based 0900-0909 premium numbers. These are the numbers that are currently being used in Internet scams. If you want to place a premium bar on your line or need to check whether you already have an active bar in place, please call our Customer Service Team on 0870 444 1820 (a free call from your TalkTalk line).

Rogue Internet or trojan diallers

There is currently a scam that infects computers with a dial-up Internet connection. It changes the way your computer connects to the Internet and is difficult to detect.

The scam can occur when you are browsing a compliant and proper Internet services website, often with premium-rate content. Examples of websites that have available premium-rate content to download to your computer include music, films and adult material. When you access one of these sites a message should appear asking you to install software to download material from the website at an explained addition cost.

What is a trojan?

A trojan is a programme that infects your computer and allows a hacker to run hidden tasks without your knowledge or consent. The latest trojans can re-configure your dial-up connection and charge you at a premium or international call rate when you access the Internet and click on a seemingly harmless pop-up or link. The next time you dial up to connect to the Internet you will be charged at a premium rate or international call rate. That's the scam.

How to prevent infection

The best way of preventing infection is to install the latest software to protect your computer, and always to get the latest upgrades and patches from your supplier.

Using anti-virus and firewall protection programs will help reduce the risk. We strongly recommend that you use extra safety measures as well as the standard anti-virus programs. Please speak to your PC supplier for further guidance.

We also recommend that you keep your operating system patched with the latest upgrades from your software's manufacturer. Microsoft Windows users: please visit <http://windowsupdate.microsoft.com> to ensure your PC settings are up to date. We are working closely with Icstis and Ofcom. Once we identify a trojan dialler we take all possible steps to ensure that our customers cannot connect to this number again.

Disputes about PRS numbers on your phone bill

Otelo, of which we are a member, can investigate if you have a complaint that we cannot resolve about calls to PRS numbers appearing on your phone bill.

Furthermore, Icstis may order a PRS service provider to pay you a refund if they have completed an investigation and the outcome requires this. If it can be shown that your phone has been used without your permission to call certain types of premium-rate service (i.e. live and recorded chat, and live tarot services), Icstis may also be able to help you get compensation from the PRS provider.

Icstis will also be able to help you identify the service provider who provides the service behind the PRS number on your phone bill. Please visit its website at www.icstis.org.uk.

18.2 Number-translation services

We publish our charges for calls to number-translation services (numbers starting with 05 or 08) on our website (www.talktalk.co.uk) and in our price list with the same prominence as our charges for calls to other numbers (including geographic, mobile and international numbers).

Our published charges for calls to number-translation services will include variations by time of day, for example, whether the call is made during the day, evening or weekend.

We also make it clear whether any of our special offers, discount schemes or call bundles include calls to number-translation services.

Whenever we refer to call pricing in our marketing material, we include our maximum number-translation services call prices as well as a clear reference to where on our website and in our published price list you can find a complete set of our charges for calling number-translation services.

If you are a new customer who signs up for the TalkTalk service, we include on the relevant correspondence, our maximum number-translation services call prices. We also state a clear reference to where on our website and in our published price list you can find a complete set of our charges for calling number-translation services.

19. Malicious calls

Malicious calls can cause annoyance and distress and we take this problem very seriously. If you are receiving malicious calls, we would like to help in every way we can to try to resolve the problem. This may involve working with BT, the police and other network operators where appropriate. You should be prepared to give evidence if the caller is traced and brought to court. We may also recommend that you change your phone number and ask for it to become ex-directory if you continue to receive such calls.

If have a TalkTalk line, please contact us on 0870 444 1820 to report any malicious calls.

If you have a CPS (carrier pre-select) only service with us, we recommend that you call BT's Nuisance Call Advice line on 0800 661441 to report any malicious calls.

20. Telephone Preference Service

If you do not wish to receive unsolicited telemarketing calls, register online at www.tpsonline.org.uk or call 020 7766 4420.

21. Fax Preference Service

If you do not wish to receive unsolicited telemarketing faxes, register online at www.fpsonline.org.uk or call 020 7766 4422.

22. Where to get a copy of this code

We refer to the code in the welcome letter sent to all customers signing up for the telephone service, and tell them how to obtain a full copy of the code free of charge.

The code is available in pdf format through a link on the front page of our website, www.talktalk.co.uk. You can also call us to ask us to send a paper copy to your home address.

A copy of this code has been sent to Citizens Advice as well as Ofcom and Otelco.

23. Responsibility for complying with this code

Responsibility for all TalkTalk representatives' compliance with the code lies with TalkTalk. Our Compliance Manager is accountable for ensuring that we and our agents observe the code, and is also responsible for handling complaints relevant to the code. You can contact our Compliance Manager in the following ways:

Address:

Steve Thompson
Compliance Manager
TalkTalk Telecom Limited
1 Portal Way
London
W3 6RS.

Email:

stevethompson@cpwplc.com

Telephone:

0845 655 5959

24. Further information

Office of Communications (Ofcom)

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

Call 0845 456 3000

Fax 020 7981 3333

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk

The Independent Committee for the Supervision of Standards of Telephone Information Services (Icstis)

Fourth Floor
Clove Building
4 Maguire Street
London SE1 2NQ

Call 020 7940 7474

<http://www.icstis.org.uk/icstis2002/default.asp>

Office of the Telecommunications Ombudsman (Otelo)

PO Box 730
Warrington
WA4 6WU

Call: 0845 050 1614
Fax: 01925 430059
E-mail: enquiries@otelo.org.uk
Website: www.otelo.org.uk

This code has been approved by the Office of Communications

**This code has also been reviewed and edited by Plain Language Commission
and has been awarded its Clear English Standard.**



Version 1.5

TalkTalk Mobile's Code of Practice for Complaint Handling (June 2006)

Nothing in this Code of Practice detracts from your statutory or common law rights, nor does anything it contains form part of any contract between TalkTalk and a customer. The telecommunications services described in this Code are subject to availability and may be modified from time to time. This Code of Practice is published by TalkTalk Telecom Limited (referred to as TalkTalk in this document).

1. About TalkTalk Mobile

TalkTalk Mobile is a mobile telephony business of TalkTalk Telecom Limited, part of The Carphone Warehouse Group plc, a European retailer and supplier of telecoms solutions ("CPW"). We are based in West London and have offices throughout Europe. In the UK CPW has contact centres in Acton and in Warrington and over 500 retail outlets. CPW is quoted on the London stock exchange.

2. The Purpose of the Code

The purpose of this Code of Practice is to inform our customers of their relationship with us. It is written for consumers who purchase mobile telecommunication services from us directly.

This code aims to provide:

- Information on how to contact TalkTalk Mobile
- Information on some of our main services
- Information on billing and pricing issues
- Information on how to make a complaint
- Contact details for alternative complaint bodies

3. Contact Details

To order any of our services please call the following freephone number:

0800 049 1010

For ALL enquiries, you may contact us by e-mail at the following address:

customerservices@talktalk.co.uk

Or write to us at:

TalkTalk Mobile
TalkTalk Telecom Limited
Stanford House
Garrett Field
Birchwood

Warrington
Cheshire WA3 7BH

Or visit our website at:

www.talktalk.co.uk/mobile

Contact details of a number of related organisations are given in section 11 of this code.

4. Business Background

TalkTalk offers three core products: fixed line telephony, broadband and mobile telephony services. TalkTalk Mobile offers mobile telephony services primarily to residential consumers and is only available to customers of the TalkTalk Plus fixed line telephony service.

Against a background of deregulation in the market for residential telecommunications services, TalkTalk has become one of the fastest growing telecommunications companies in the UK.

5. Range of Services

5.1. Making mobile phone calls in the UK

Mobile calls made by TalkTalk Mobile customers are carried on the TalkTalk Mobile network. The TalkTalk Mobile network already covers over 99% of the UK population.

In areas where high quality outdoor coverage is indicated, it is usually possible to make and receive calls within buildings. However, this is dependent on the construction of the building. All products using radio technology, including Television and car radios, can be affected by local physical conditions that may interfere with radio signals. As with other mobile phone services, reception can be affected in tunnels, dips, cuttings and wooded areas. In some cases, use of your TalkTalk Mobile phone will be impaired inside buildings.

TalkTalk Mobile customers can make calls to other UK mobile and fixed line phones. Calls to UK mobile phones can be made to other TalkTalk Mobile customers or mobile customers using any of the network operators available in the UK.

Where customers have free minutes associated to a specific tariff, these are only available for voice calls made in the UK to any TalkTalk landline number and for normal residential use. Free calls exclude calls to any other landline number, any mobile number (including a TalkTalk Mobile number), calls routed through the BT access code 1280, an operator connect call or a reverse charge call. A payment of £10 per month per SIM card must be made to the customer's TalkTalk landline account. This charge will be offset against any chargeable calls the customer makes or receives (if appropriate) and is not offset against any free minutes. If any part of the £10 credit is not used in the month it was first charged, it will be rolled over into the next month, however, any credit not used after 60 days will be lost and no refunds will be given. Free minutes may be withdrawn at any time, for example if the offer is changed or withdrawn or due to unfair or excessive use.

TalkTalk Mobile customers making calls to other UK mobile phones in England, Northern Ireland, Scotland and Wales will be rated as local calls. TalkTalk Mobile customers calling Ireland will be rated as international calls. TalkTalk Mobile customers cannot make calls to specific countries due to technical or network restrictions. This list appears in TalkTalk Mobile's terms and conditions and may be updated from time to time. TalkTalk Mobile customers cannot make calls to any satellite phone networks.

TalkTalk Mobile customers will be charged for the calls and SMS messages that they make. Customers may also be charged to receive SMS or MMS if abroad and certain premium rated MMS or SMS. TalkTalk Mobile does not currently support MMS/Picture messaging, premium rate calls or GPRS. However, these services may be available in 2006.

4.2 Premium Rate and Number Translation Services

You may find the following information useful in case there is anything you want to know about premium rate (09 numbers) and number translation services (08 numbers).

Premium Rate Services

ICSTIS – the premium rate services regulator

ICSTIS is the industry-funded regulatory body for all premium rate charged telecommunications services. It regulates premium rate services in their entirety - their content, promotion and overall operation - through the ICSTIS code of practice. ICSTIS's role is to prevent consumer harm.

ICSTIS investigates complaints about the promotion and operation of services that involve the use of a telephone connection via a premium rate number. This includes services available on a variety of mediums such as voice (telephone), fax, Internet, mobile phone SMS and interactive TV. The potential content of these services is virtually endless.

ICSTIS regulates any service/promotion that is operating on one of the following number ranges:

- numbers beginning with 090 or 091;
- directory enquiry (DQ) services operating on numbers beginning with 118; and
- reverse-billed SMS (you are charged for the receipt of messages) containing content operating on shortcodes. Shortcodes have 4 or 5 digits and start with either 8, 6 or 2.

ICSTIS has the power to fine companies and bar access to services if their code of practice is breached. ICSTIS can also bar the individual(s) behind a company from running any other premium rate services under any company name on any telephone network for a defined period.

ICSTIS can deal with lesser problems by issuing formal reprimands or ordering companies to come to us for prior approval.

Their service is free to consumers and fully independent.

How to complain to ICSTIS

If you think a particular service falls within ICSTIS's remit, you can submit a complaint to them. There are a variety of ways to submit your complaint but before you do, we recommend that you visit their online number checking facility at www.icstis.org.uk/consumers/ncd for instant information about the number in question. After that, please use one of the following methods:

- if you have a hard copy of the promotion in question (i.e. a page from a magazine), please supply your complaint in writing with a copy of the promotion to: ICSTIS, FREEPOST WC5468, London, SE1 2BR
- by using their online complaint form (www.icstis.org.uk)
- by calling our free helpline on 0800 500 212 between the hours of 8.00am and 8.00pm, Monday to Friday.

Information about our PRS tariffs

You will find up-to-date information about the tariffs for calling PRS number from our network on our website at www.talktalk.co.uk/mobile.

How PRS works

Calls to PRS numbers are typically more expensive than calls to other telephone numbers. Most PRS numbers are operated on the basis of a revenue-sharing arrangement. This means that the bulk of the revenue from calls to such services goes to the service providers who are responsible for the content, product or services provided or who act as resellers or aggregators on behalf of a number of such providers. The service providers are responsible for compliance with the bulk of the obligations imposed by the ICSTIS code of practice mentioned above.

The remainder of the revenue is shared by the consumer's "originating" telephone company and the telephone company that contracts with the service provider and "terminates" the call on behalf of the service provider through the provision of network facilities.

How to bar access to PRS numbers

We offer the facility to bar calls to Premium rate numbers, which will stop any dialling on your line to all UK based 0900-0909 premium numbers. These are the numbers that are currently being used in the Internet scams. If you want to place a premium bar on your line or need to check whether you already have an active bar in place please call our Customer Service Team on 0800 049 1010.

SMS/MMS/WAP services

When you download your favourite tune as a ringtone for your phone or stick a picture of a celebrity on your screen, you are probably using a premium rate text (also called 'SMS' or 'MMS') subscription service.

WAP lets you discover news headlines, sports results, travel updates, entertainment and other useful information, as well as giving you access to downloadable games and ringtones.

You usually access a text download by texting a 5-digit shortcode, like 82828, followed by a word describing the service you're after. This might be VOTE if you're kicking somebody out of the Big Brother House, or JOKE for the latest funnies.

The most likely way you'll be asked to pay is by 'reverse-billed' premium rate. This is where you pay to receive, rather than send, text messages. Services are often advertised on TV, radio, or in magazines offering ringtone or logo downloads or updates on football scores. You will only be charged if you send back instructions to the number advertised. The premium rate service will start sending you your requested message and you'll then get another message or series of messages for more downloads until you tell them to stop. You'll normally pay 25 pence to £1.50 per message received plus your usual network charge.

If you decide you no longer want to receive the messages, simply text STOP to the shortcode you got the service from. This will end the service and stop any more payments being taken from your account or PAYG card.

Disputes regarding PRS numbers on your phone bill

The Office of the Telecommunications Ombudsman (Otel) of which we are a member (please see above) is able to investigate if you have a complaint that we cannot resolve regarding calls to PRS number appearing on your phone bill.

Furthermore, ICSTIS may order a PRS service provider to pay you a refund in the case they have completed an investigation and where it imposes redress as a sanction. If it can be shown that your phone has been used without your permission to call certain types of premium rate service (i.e. live and recorded chat, and live tarot services), ICSTIS may also be able to help you obtain compensation from the PRS service provider.

ICSTIS will also be able to help you identify the service provider who provides the service behind the PRS number on your phone bill. Please visit their website at www.icstis.org.uk.

Number Translation Services

We publish our charges for calls to number translation services (numbers starting with 05 or 08) on our website www.talktalk.co.uk/mobile and in our price list with the same prominence as our charges for calls to other numbers (including geographic, mobile and international numbers).

Our published charges for calls to number translation services will include variations by time of day, for example, whether the call is made during the day, evening or weekend.

We also make it clear whether any of our special offers, discount schemes or call bundles include calls to number translation services.

Whenever we refer to our call pricing in our marketing material, we include our maximum NTS call prices as well as a clear reference to where on our website and in our published price list you can find a complete set of our charges for calling number translation services.

If you are a new customer who signs up for the TalkTalk Mobile service, we include on the relevant correspondence, our maximum NTS call prices as well as a clear reference to where on our website and in our published price list you can find a complete set of our charges for calling number translation services.

5.3. Making mobile phones calls abroad (“Roaming”)

TalkTalk Mobile customers cannot make calls when outside the UK.

5.4. Voicemail

In the interest of other users, the number and duration of messages that can be left on the TalkTalk Mobile voicemail service is limited and the confidentiality of messages cannot be guaranteed.

5.5. Text Bundles

Text Bundles are not available to TalkTalk Mobile customers.

5.6. Mobile Phone Number Allocation

TalkTalk Mobile will allocate a telephone number for customers to use on the Network. The number does not belong to the customer and may only be transferred to another service provider in certain circumstances. Further details are available on request from 0870 087 0100.

For more consumer information on mobile services, the Ofcom Consumer Guide is at the following address.

<http://www.ofcom.org.uk/static/archieive/oftel/publications/consumer/consquie/s/mob902.htm>

The contact details for Ofcom are given in section 11 of this Code.

6. Customer Service

Our customer service representatives are able to help with all your queries including products, billing and tariffs at the following times:

Monday – Friday	8am to 8pm
Saturday	9am to 6pm
Sunday & Bank Holidays	10am to 5pm

If you have any service enquiries please call us on: 0870 087 0100.

Alternatively, you may write to our customer service centre at:

TalkTalk Mobile
 TalkTalk Telecom Limited
 Stanford House
 Garrett Field
 Birchwood
 Warrington
 Cheshire WA3 7BH

Or e-mail us at: customerservices@talktalk.co.uk.

Direct Sales

TalkTalk contacts new potential customers by sending direct marketing material to CPW's and selected third party's customers (provided that those customers have consented (where applicable) or not objected to receiving direct marketing material). We also contact new potential customers through outbound telemarketing, field marketing and by asking customers of Carphone Warehouse high street stores if they are interested in using TalkTalk's services.

Our sales advisers and field marketers aim to ensure that they establish the technical requirements and potential savings that a customer could make by using TalkTalk.

Order processing

If you visit one of the Carphone Warehouse stores, you will have the opportunity to speak to one of our sales advisers who will review your telecommunications needs. We will agree your requirements with you and, if the sale is face to face, supply you with a written agreement together with a summary of TalkTalk's terms and conditions with a printed copy of our full terms and conditions to follow by post. If the sale is over the telephone or over the internet, TalkTalk will supply you with a printed copy of our terms and conditions and a welcome pack by post.

Once TalkTalk receives a completed order, we aim to process it as quickly as possible. Some processes require some time to implement but most connections to TalkTalk Mobile are completed within 24 hours. To enable use of the TalkTalk Mobile service before the next bill date, customers must purchase a top up of at least £5. This can be done by debit or credit card by calling customer services on the number below. For existing TalkTalk Plus landline customers, once they have topped up, they will be able to make free calls. For new TalkTalk Plus customers, they will not be able to make free calls until their TalkTalk Plus landline has been activated which may take up to 14 days from placing the order. We will write to you confirming the date on which you will start receiving TalkTalk's service. If you wish to check the progress of your order please call customer services. The £10 charge can be offset against any chargeable calls the customer makes or receives from the date of the customer's next TalkTalk landline bill.

We reserve the right not to enter into agreements.

The mobile phone SIM card provided to our customers is connected in store on purchase for existing TalkTalk Plus customers. If an existing customer purchases the SIM Card other than in one of our stores or if the customer does not already have the TalkTalk Plus service, the SIM Card will be unconnected. To arrange connection customers must call customer services on 0870 087 0100 and purchase a top up of at least £5.

Monday – Friday	8am to 8pm
Saturday	9am to 6pm
Sunday & Bank Holidays	11am to 5pm

Or e-mail us at: customerservices@talktalk.co.uk

Payment

Once a TalkTalk Mobile customer has been connected, the £10 charge must be paid by direct debit along with the customer's TalkTalk Plus landline bill and in accordance with the terms and conditions provided to the customers.

If customers wish to make calls in excess of the £10 credit, they must purchase top ups.

Cancellation

If a customer wishes to cancel his/her TalkTalk Mobile service within 7 working days of placing their order for the service, he/she must call us on 087008701000 for a reference number which will confirm the customer's intention to return the phone and/or SIM card. Our contact details and office hours are given above.

A refund for the price of the product (if any) will be made provided you return the product (mobile phone, SIM card and/or accessories), undamaged, with proof of purchase, in the original packaging by sending it special delivery to Direct Returns, CPW Logistics Centre, Bilston Road, Wednesbury, West Midlands, WS10 7JN. A mobile phone exchange may be permitted up to 14 days after receiving the phone. This is subject to CPW Returns and Refund Policy from time to time.

Top ups are non-refundable.

There is no minimum contract length. If you wish to cancel the TalkTalk Mobile service, please call 08700 870 100 and we will advise you of the relevant disconnection procedure. We will use reasonable endeavours to disconnect you within two working days but we do not guarantee to do so.

Network Problems

Problems can be reported to our customer services centre on 0870 087 0100 who are available at the following times:

Monday – Friday	8am to 8pm
Saturdays	9am to 6pm
Sunday & Bank Holidays	10am to 5pm

Problems can occur on the TalkTalk Mobile network, another operator's network, or on the telephone used by you or the person you are trying to call. If the problem is reported during normal working hours, we will try to establish the location of the

problem. We may request that you carry out some simple checks to help us establish the cause of the problem.

Reconnection

If you are a previous TalkTalk Mobile customer and wish to come back to TalkTalk Mobile please call us on 08700870100 and we will aim to get you reconnected as soon as possible.

Pricing

We will be pleased to provide you with our prices on request. To obtain pricing information please visit any of the Carphone Warehouse stores, see www.talktalk.co.uk or call us on 0870 087 0100.

Billing

The charges for TalkTalk Mobile are added to your monthly bill for TalkTalk Plus. This bill will be issued approximately one month from the time that your TalkTalk service begins and then at approximately the same time of the month in subsequent months. Please note that itemisation of calls and charges for TalkTalk Mobile will not be available on your TalkTalk Plus bill. If you require this information please contact customer services on 08700870100.

Payment is by direct debit and itemised bills are provided free of charge.

Suspension of free minutes for non-payment

Prompt payment of bills helps us keep our costs down so that we can continue to offer a highly competitive service. Please call us as soon as possible if you think you may have difficulty in paying your bill. If there are special circumstances, we may be able to agree special arrangements with you to prevent disruption of your telephone service.

In the event that a bill is not paid we will make reasonable attempts to resolve the matter with you. However, if we are unable to get a satisfactory explanation for the non-payment we will suspend the free minutes in accordance with our terms and conditions. All calls to TalkTalk landline numbers will then be charged at our normal landline rates. The £10 monthly credit will still be payable.

Billing Queries

We take billing accuracy very seriously. If you do not understand or disagree with part of your bill, please call us on the number quoted on your bill.

You are liable for the costs of any calls that you make over our network. If you query the charge for dialled calls, we will re-check the bill. If we find a mistake you will be credited accordingly.

Difficulties in making or receiving calls

If you have difficulty in making a call you should try re-dialling. If you still have difficulty please call us on 0870 087 0100.

If you are not satisfied with TalkTalk Mobile's service

We are committed to providing you with the best value mobile telecommunications service in the UK. We understand that faults can occur, and when they do, we want to correct them quickly. We provide a comprehensive complaint handling process to solve your problem as soon as possible. If you wish to make a complaint please call customer services on 08700 870 100.

When you call us, a customer service adviser will note the details of the problem and will agree a course of action with you. Due to the complex nature of some queries, these may take a little longer to resolve.

If you are not happy with the response you receive you may ask for the matter to be referred to a senior manager for further investigation.

In the rare event we are unable to resolve your problem we will write to you informing you of the position. This is sometimes called the 'deadlock' letter. When you receive this letter you have the right to refer your case to the Ombudsman within 6 months. The Ombudsman's contact details can be found at in section 11 of this code. The Ombudsman will want to ensure that you have followed this process before contacting him. If this is not evident the Ombudsman is likely to refer the matter back to TalkTalk for resolution. You also have the right to refer your case to the Ombudsman if 12 weeks have passed since first making it (whether you have received a deadlock letter or not) and within 9 months after first making it (or within 6 months of receiving the deadlock letter, if sooner).

An application to the Ombudsman does not relieve you from any obligation you may have to pay any amounts not in dispute.

TalkTalk is happy to work with other independent bodies, such as ICSTIS, Citizens Advice Bureaux, Consumer Advice Centres and Trading Standards Departments.

Dispute resolution

TalkTalk is a member of the Telecommunications Ombudsman scheme, which provides a free, independent, service to help sort out complaints when customers and telecoms companies can't agree. It is run by the Office of the Telecommunications Ombudsman, Otelo for short. Otelo's job is to investigate complaints fairly, listen to both sides of the story and look at the facts. If the Ombudsman decides your complaint was justified TalkTalk will honour his decision and put things right for you. To find out how the service works and what it covers, please ask for a copy of Otelo's complaints booklet 'Two sides to every story' by phoning 0845 050 1614. The scheme provides a straightforward alternative to legal action.

The Ombudsman can provide you with further details and you will also find information on Otelo's website. Contact details are shown in Section 11 of this Code.

7. Your rights and obligations

Data protection

We may collect personal information about you from a number of sources. These may include:

- The customer agreement, i.e. the agreement that you sign when you take a service from TalkTalk - this may include your name, address, other contact details and banking details
- If you contact us with an enquiry
- From direct marketing organisations
- From other publicly available sources such as the electoral role

TalkTalk is registered under the Data Protection Act and takes all reasonable steps to ensure that there is no unauthorised access to your personal data.

We may use the personal data that we have to promote TalkTalk's products and services but these details will not be passed to any other organisations for marketing purposes unless you have authorised us to do so.

In some circumstances we may supply information to organisations such as the police and other governmental agencies where the law permits us to do this.

We may record phone conversations in order to provide training services or to provide evidence of a transaction.

If you wish to know what personal information TalkTalk holds on you, you can obtain this by writing to us. Please write the following address.

Data Controller
Legal Department
TalkTalk Telecom Limited
1 Portal Way
London
W3 6RS

You may wish to stop unsolicited telemarketing calls from other organisations. You may register with the Telephone Preference Service (TPS), which helps you to make sure that your number is not available to organisations. The contact details for the TPS are given in section 11. Please note this will not override any consent you have given to be contacted.

You should note that if you have previously told us that you are happy for us to contact you by telephone, registering with the TPS will not revoke that consent. You therefore also need to contact us directly to let us know about your change of mind.

Terms and Conditions

TalkTalk provides terms and conditions which are available on request from our customer service advisers on 0870 087 0100 or on our website at www.talktalk.co.uk.

Services for disabled and elderly customers

If you are older or may have a disability and wish to discuss any special telecommunications requirements you may have then please contact our customer service centre at the above address or telephone number or mail us at de.customerservices@cpw.co.uk and we will try and accommodate your requirements where possible.

Protection and support of vulnerable groups

TalkTalk is a supplier of mobile telecommunications services to residential customers. We understand that some of our customers may have special needs and so require particular attention. It is our policy to assist any customers who may have difficulty using telephony services whether they have a disability or are from other vulnerable groups. If you would like to take advantage of these services, please contact our customer service centre at the above address or telephone number or e-mail us at de.customerservices@cpw.co.uk.

8. Communications with customers

It is our policy to maintain contact with our customers on a regular basis. We may call you or write to you from time to time to inform you of any new services and to review your current telecommunications requirements. We aim to keep this Code of Practice up to date and you may obtain a copy from our customer service advisers on 0870 087 0100 or on our website, www.talktalk.co.uk.

9. Social Responsibility

Environmental Policy

TalkTalk is committed to the prevention of pollution.

We maintain an environmental management system that is appropriate to the nature, scale and environmental impacts of our activities, products and services. This system ensures that wherever possible:

- all waste is recycled, and where this is not practicable due to either technical or cost constraints, any waste is disposed of in an appropriate manner;
- we use energy efficient processing equipment and tools;
- company vehicles are selected and maintained correctly so as to minimise pollutant emissions;
- we schedule and combine activities in geographical areas to ensure that the effect of transportation of personnel and equipment on the environment is minimised;
- we recycle office stationery and use stationery manufactured from recycled materials wherever practicable;
- we regularly review the environmental impacts of the business, and constantly seek opportunities for continual improvement and prevention of pollution; and
- we provide a framework, comprising a high level management review supplemented by a forum that meets on a regular basis, to set and review environmental objectives and targets.

Malicious Calls

We understand that annoyance and distress that can be caused by malicious calls and take this problem very seriously. If you are receiving malicious calls we would like to provide you with every assistance to try to resolve the problem. This may involve working with BT, the police and other network operators where appropriate.

You should be prepared to give evidence if the caller is traced and brought to court. We may also recommend that you change your phone number and ask for this to be ex-directory if you continue to receive such calls.

10. Approval and Review of Code

This Code is approved the Office of Communications (Ofcom) and is reviewed by TalkTalk Mobile annually.

11. Further Information

Office of Communications (Ofcom)

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

Call 0845 456 3000 or 02079813040
Fax 020 7981 3333
Email: contact@ofcom.org.uk
Website : www.ofcom.org.uk

The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS)

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

Call 020 7940 7474
<http://www.icstis.org.uk/icstis2002/default.asp>

Office of the Telecommunications Ombudsman (OTELO)

PO Box 730
Warrington
WA4 6WU

Call : 0845 050 1614
Fax : 01925 430059
E-mail: enquiries@otelo.org.uk
Website: www.otelo.org.uk

Telephone Preference Service

If you do not wish to receive unsolicited telemarketing calls, register on line at www.tpsonline.org.uk or call 020 7766 4420.

Fax Preference Service

If you do not wish to receive unsolicited telemarketing faxes, register on line at www.fpsonline.org.uk or call 020 7766 4422.