

TALKTALK CODE OF PRACTICE

1 INTRODUCTION

- 1.1 We're TalkTalk Telecom Limited. Our registered office address is Soapworks, Ordsall Lane, Salford, M5 3TT.
- 1.2 In accordance with the Ofcom General Conditions (https://www.ofcom.org.uk/_data/assets/pdf_file/0026/86273/CONSOLIDATED_VERSION_OF_GENERAL_CONDITIONS_AS_AT_28_MAY_2015-1.pdf), we've published this Code of Practice so that our residential customers can easily find certain important information about our services.
- 1.3 We've tried to make this Code of Practice easy to understand. If you have any queries that aren't dealt with here, please see our help pages (www.talktalk.co.uk/help).
- 1.4 This Code of Practice replaces all previous versions and was updated on 1 April 2020.

2 BACKGROUND AND SERVICES

- 2.1 We offer communications services to our residential customers, including line rental, voice calls, broadband, fibre, ultra fibre optic, TV and mobile.
- 2.2 Details of the prices which apply to these services and packages can be found on our website (<https://sales.talktalk.co.uk/pricing/>).
- 2.3 If you experience a problem with your service, please see our help pages (www.talktalk.co.uk/help). If this doesn't help, please contact us as soon as possible (www.talktalk.co.uk/contactus).

3 CUSTOMER TERMS AND CONDITIONS

- 3.1 Our Customer Terms and Conditions are available on our website (<http://www.talktalk.co.uk/legal/terms/talktalk-product-terms>).
- 3.2 Some of our services have a minimum period starting from your go live date, which:
- (a) will be no longer than 24 months; and
 - (b) we'll tell you about when you order.

4 CUSTOMER COMPLAINTS CODE

- 4.1 Our Customer Complaints Code is available on our website (www.talktalk.co.uk/complaintscode). It contains details of alternative dispute resolution options.

5 COMPENSATION POLICY

- 5.1 If you have:
- (a) a complaint;
 - (b) complied with our Customer Complaints Code (www.talktalk.co.uk/complaintscode);
 - (c) complied with our Customer Terms and Conditions (<http://www.talktalk.co.uk/legal/terms/talktalk-product-terms>); and
 - (d) a genuine entitlement to compensation,
- we may agree to pay you compensation and, in these circumstances, we want to make sure you receive a fair amount.

- 5.2 We pay compensation on a case by case basis depending on your particular complaint and circumstances.
- 5.3 In addition to your rights set out in this Code of Practice, you have other legal rights as detailed in our Customer Terms and Conditions (<http://www.talktalk.co.uk/legal/terms/talktalk-product-terms>).

6 IF YOU NEED SPECIFIC HELP

- 6.1 We understand that some of our customers may have special needs and require particular attention.
- 6.2 If you're older or have a disability and want to discuss any special requirements, please contact us (www.talktalk.co.uk/contactus). We'll try and meet your needs where possible.

7 SCAM AND NUISANCE CALLS

- 7.1 Malicious calls can cause annoyance and distress and we take this problem very seriously. If you're receiving malicious calls, we would like to help in every way we can to try to resolve the problem.
- 7.2 We offer various services to help you stay safe, including:
- (a) free calling and privacy features which allow you to block calls from withheld numbers, bar the last number that called you and see the phone numbers of all incoming calls; and
 - (b) a free reporting and blocking service for nuisance and malicious calls to stop scammers from reaching your home.
- 7.3 If you're the victim of scam, malicious or nuisance calls, texts or emails, please see our help pages for advice and more information (<http://help2.talktalk.co.uk/scam-phone-calls>).
- 7.4 We comply with all relevant codes of practice, including those of the Telephone Preference Service ("TPS") and the Fax Preference Service ("FPS") (together, the "Preference Services").
- 7.5 You may want to stop unsolicited telemarketing communications from other organisations. If you register with the Preference Services, this may prevent some of these from reaching you. The contact details for the Preference Services are set out below:
- (a) TPS: register online at www.tpsonline.org.uk or call 020 7766 4420; and
 - (b) FPS: register online at www.fpsonline.org.uk or call 020 7766 4422.
- 7.6 If you've previously told us that you're happy for us to contact you by phone, registering with the TPS will not change that consent. If you change your mind, you'll need to contact us directly to let us know.

8 WHERE TO GET A COPY OF THE CODE OF PRACTICE

- 8.1 We refer to this Code of Practice in the welcome letter sent to all residential customers signing up for services with us and we tell them how to get a free copy. The Code of Practice is published on our website (<http://www.talktalk.co.uk/legal/code-of-practice/>). You can also ask us to send a paper copy to your home address.

9 RESPONSIBILITY FOR COMPLYING WITH THE CODE OF PRACTICE

- 9.1 We are responsible for making sure our representatives comply with this Code of Practice. Our Commercial Director is accountable for ensuring that we (and our representatives) observe the Code of Practice and our Customer Services Director is responsible for handling complaints relevant to the Code of Practice. You can contact us about this Code of Practice:
- (a) by email via www.talktalk.co.uk/help;
 - (b) by telephone: 0345 172 0088; or

- (c) by post: F.A.O. Mr John Scouler, TalkTalk Telecom Limited, TalkTalk Correspondence Department, PO Box 675, Salford M5 0NL.

10 PREMIUM-RATE AND NUMBER-TRANSLATION SERVICES

10.1 You may find the following information useful if you're unsure about premium-rate and number-translation services (084, 087, 09 or 118 numbers).

10.2 Call charges to these numbers are divided into two parts:

- (a) Access Charge: this is what we'll charge you for connecting the call; and
- (b) Service Charge: this is what the organisation you're calling will charge you.

For the total cost of your call, simply add the two charges together.

10.3 Details of the charges which apply to these services can be found on our website (<https://sales.talktalk.co.uk/pricing/>).

10.4 We offer the facility to bar calls to premium-rate numbers. If you want:

- (a) to place a bar on your line;
- (b) to check whether you already have an active bar in place; or
- (c) more information about premium-rate and number-translation services, please contact us (www.talktalk.co.uk/contactus).

10.5 What are Premium-Rate Services?

- (a) "Premium-Rate Services" ("PRs") is a generic name for products and services you purchase which are charged to your telephone bill or pay-as-you-go credit, including:
 - (i) calls to fixed line numbers which begin with 118, 0870, 0871, 0872, 0873, 070 and 09;
 - (ii) SMS shortcodes which are five or six-digits long and usually begin with 6, 7 or 8; and
 - (iii) "charge to mobile" services, e.g. where you can pay for goods and services from app stores, third party publishers and merchants via your phone bill.
- (b) Examples are:
 - (i) premium rate quizzes and competitions;
 - (ii) voting for TV talent shows; and
 - (iii) donations to charity.
- (c) Calls to PRs numbers are typically more expensive than calls to other telephone numbers.
- (d) 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.
- (e) The rest of the revenue is shared by:
 - (i) TalkTalk; and
 - (ii) the telephone company that contracts with the service provider and, on its behalf, "terminates" the call (i.e. finally brings the parties together) by providing network facilities.
- (f) The service providers are responsible for complying with most of the obligations imposed by The Phone-paid Services Authority's Code of Practice (see below).

10.6 The Phone-paid Services Authority

- (a) The Phone-paid Services Authority (“**PSA**”) is the independent regulator of PRS. Its service is free to consumers.
- (b) PSA regulates PRS through the PSA Code of Practice which has been approved by Ofcom (<http://psauthority.org.uk/for-business/code-of-practice>). PSA takes action to safeguard consumers.
- (c) PSA investigates complaints about the promotion and operation of PRS and can impose sanctions if its Code of Practice is breached. For example, it can:
 - (i) fine companies and bar access to services;
 - (ii) bar the individual(s) behind a company from running any other PRS activities under any company name on any telephone network for a defined period;
 - (iii) issue formal reprimands; or
 - (iv) order companies to come to PSA for prior approval.
- (d) PSA may order a PRS 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 make certain PRS calls (i.e. live and recorded chat and live tarot services), PSA may also be able to help you get compensation from the PRS provider.

10.7 Disputes about PRS numbers on your phone bill

- (a) If you spot an unexpected charge on your phone bill, you should:
 - (i) (if applicable) keep the message that confirms your one-off payment or subscription (if you don't wish to receive the service, reply with STOP ALL to the shortcode provided, not to the text message);
 - (ii) check it's a PRS charge (if it's not, you should contact us (www.talktalk.co.uk/contactus));
 - (iii) contact the service provider (if you don't know who's running the service or their contact details, you can use PSA's "Number Checker" (<http://psauthority.org.uk/about-us/number-checker>) or contact us (www.talktalk.co.uk/contactus)); and
 - (iv) if you still need help, contact PSA:
 - (A) by phone: 0300 30 300 20 (Monday – Friday, 9.30am – 5.00pm); or
 - (B) by using their online enquiry form (<http://psauthority.org.uk>).
- (b) If PSA can't help you, please contact us (www.talktalk.co.uk/contactus).