



## JAGUAR TELECOM LTD CODE OF PRACTICE

**Including our Code of Practice for Premium Rate Services and NTS calls**

### ***Part 1 - JAGUAR TELECOM LTD***

#### ***Basic Code of Practice for Domestic and Small Business Customers***

##### ***Introduction to our Company and Services***

**JAGUAR TELECOM LTD** is an independent company that delivers communications services to domestic and business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

##### ***Purpose of this Code of Practice***

This code informs you about our products, services, and customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website at [www.jaguartelecom.co.uk](http://www.jaguartelecom.co.uk). Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print.

##### ***How to Contact Us***

Please contact our Customer Service Team from 8.30am until 17.30pm Monday-Friday:

**By phone:** 020 3002 9650

**By email:** [info@jaguartelecom.co.uk](mailto:info@jaguartelecom.co.uk)

**Website:** [www.jaguartelecom.co.uk](http://www.jaguartelecom.co.uk)

**By letter:** **Jaguar Telecom Ltd**, 4 Imperial Place, Maxwell Road, Borehamwood, WD6 1JN

##### ***Our Commitment to You***

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose those providers carefully to ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

##### ***Our Products and Services***

- Landline telephones
- Landline calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Mobile telephone and data services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 020 3002 9650.

##### ***Terms and Conditions***

When you subscribe to a service from **JAGUAR TELECOM LTD**, we will ask you to sign an order. The order will be subject to our Standard Terms and Conditions, which are available online. The Order Form will state where the Standard Terms and Conditions can be viewed. We will provide you with a paper copy of our Standard Terms and Conditions if you request this. If you have any questions, please phone our Customer Service Team on 020 3002 9650. We may carry out a credit check as part of our assessment procedures.



Where applicable, the minimum contract term for our services is 12 months. We aim to provide services within six working days of your original request, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the revised timescales as soon as we can.

#### ***Cancellation***

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within ten working days after your order is placed. After ten working days we will charge you for those goods/services already provided, as set out in our Terms and Conditions. If you wish to terminate your contract within the minimum term of 12, 24 or 36 months, please call our Customer Service Helpdesk on 020 3002 9650 and we will charge you a fee as set out in your contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 020 3002 9650, giving us one month's notice.

#### ***Faults and Repairs***

Please call our Fault Service Team on 020 3002 9650 if you experience a fault with any of our services. We aim to have this investigated and repaired within two working days.

#### ***Compensation and Refund Policy***

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within fourteen working days. Any refunds that are due will be credited to the next month's invoice.

#### ***Price Lists***

Our pricing structure is available from our Customer Service Team on 020 3002 9650. We will write to you in advance if we change the pricing structure on your products and services.

#### ***Billing***

We will bill you monthly, unless you have incurred significant additional charges since the previous bill, in which case we reserve the right to raise an additional bill part way through the month.

You can choose to pay us via Direct Debit or by online payment methods. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team on 020 3002 9650.

We provide itemised bills/airtime on request and at no charge as part of our service to you.

If you have difficulty paying your bill, please contact us on 020 3002 9650 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection.

#### ***If You are Moving Home or Office***

Please call our Customer Service Team on 020 3002 9650 no later than fourteen days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

#### ***Number Porting***

**JAGUAR TELECOM LTD** recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 020 3002 9650.

#### ***Directory Entries***

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 020 3002 9650.



### **Complaints**

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The Code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code on our website at [www.jaguartelem.com.co.uk](http://www.jaguartelem.com.co.uk). Alternatively, copies are available free of charge and on request from our Customer Service Team on 020 3002 9650.

### **Nuisance Calls**

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 020 3002 9650 to report the incident.

### **Services for People with Special Needs**

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are older or who may have a disability, including:

- Copies of bills in large print for customers who have difficulty reading their bill

Copies of this Code are available in larger print.

### **DataProtection**

We comply fully with our obligations under the Data Protection Act 1998.



## **Part 2 - JAGUAR TELECOM LTD**

### **Code of Practice for Premium Rate Service and Number Translation Service Calls**

#### **Purpose of this Code of Practice**

This code informs you, our domestic and/or small business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS numbers.

#### **Premium Rate Services**

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV vote lines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can be between 7p and £3 per minute, or £5 per call or per text (excl. VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team on 020 3002 9650, and on our website.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to "09" numbers. Please call our Customer Service Team on 020 3002 9650 for advice on this.

You can also ask for help from PhonepayPlus (PPP), which is the industry-funded regulatory body for Premium Rate Services. PPP operates a Code of Practice that sets out standards for the operation of PRS. You can use the PPP website at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) to check PRS numbers direct and find contact details for the company in question, or to submit a complaint. PPP has legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PPP Code. For other ways to contact PhonepayPlus, see the "Useful addresses" section below.

#### **Number Translation Services**

Number translation services (NTS) are based on numbers that are normally pre-fixed "08". For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulations when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as "follow me" type services.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 10.8p per minute or per call (excl. VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team on 020 3002 9650, and on our website.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Nigel Tompkins Tel 020 3002 9652 or email [nigel@jaguartelecom.co.uk](mailto:nigel@jaguartelecom.co.uk), who has responsibility for compliance with our Code of Practice for PRS and NTS. You may also complain using the complaints procedure set out in our Complaints Code including, ultimately, referring your complaint to The Communications Ombudsman/CISAS.

#### **Internet diallers**

If you use the Internet, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls



to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our Customer Services Team for details 020 3002 9650. PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) to ask for help or to report examples of this type of abuse. For other ways to contact PhonepayPlus, see the "Useful Addresses" section below. We can also help by barring calls to 09 numbers.

#### ***The Telephone Preference Service***

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

### **Useful Addresses**

**CISAS**– 24 Angel Gate, City Road, London EC1V 2PT, Tel: 0845 1308 170 or 0207 520 3827  
Email: [info@cisas.org.uk](mailto:info@cisas.org.uk) Website: [www.cisas.org.uk](http://www.cisas.org.uk)

**Ofcom** - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300 123 3333 Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

**PhonepayPlus** - Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500 212 or 020 7940 7474 Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) Email [info@phonepayplus.org.uk](mailto:info@phonepayplus.org.uk)

**Telephone Preference Service** - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

**Federation of Communication Services (FCS)** - Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 Email: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk) Website: [www.fcs.org.uk](http://www.fcs.org.uk)

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