

- **Daisy Group**

Code of Practice for Small and Domestic Customers, Premium Rate Services and Number Translation Services

Issued by Daisy Group Compliance

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1 Scope

This code applies to all relevant subsidiaries of Daisy Group Holdings Limited and will be provided on request and free of charge to any Domestic and Small Business Customer. We provide the following Lines and Services: Analogue Telephone Lines; Multilines; ISDN 2e; ISDN 30e; Select Services; Carrier Pre-Selection; Call Conferencing; Broadband; Number Translation Service; Total Care Maintenance; 118101 Directory Enquiries. For information about any maintenance services offered or our terms and conditions please consult the Daisy Group Website at www.daisygroup.com

2 VoIP services

Voice over Internet Protocol (VoIP) services deliver phone calls over broadband connections rather than traditional phone networks. To use a VoIP service, you'd normally use a broadband connection with some special equipment. This equipment usually includes a personal computer with relevant software installed, a traditional phone with an adaptor that plugs into the broadband connection, or a wireless device with suitable software installed on it. Many VoIP services might 'look and feel' like traditional phone services but may not offer the features you expect from your phone service, such as guaranteed access to 999 calls or power to a phone so that it will still work during power cuts. [VOIP services may sometimes be limited, unavailable or disrupted due to events beyond our control (e.g. broadband failure, power disruptions, failures or the quality of any connection). Emergency Calls made using the VOIP service may therefore fail if there is a power failure or connection failure and will not receive the same network priority at all points on the network as that which an

emergency call made on a mobile network or on a circuit-switched fixed line will receive. You should also be aware that your equipment used to access VoIP products and services will require mains power.]

We strongly recommend that you carefully consider whether a particular VoIP product will work if you need to contact the emergency services. [Where you use VOIP products and services to make emergency calls, the location information received by the emergency services will be limited to the installation address of you place of business, which may not be the location from which the call originated, and as such you may be required to provide information about your location to the emergency services to allow them to respond.]

3 Code of Practice for Premium Rate Services and NTS calls

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

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

They can include:

- recorded information such as traffic reports, competitions, voting, chat lines and things you can download, such as ringtones;
- live services – for example, advice lines;
- The company providing these services is known as a ‘service provider’.

Directory enquiry services with numbers that start with 118 are also classed as Premium Rate Services. The extra cost of the call is paid to the organisation offering that particular 118 service. The network operator who gives them the 118 number will also take a share of the price to cover the cost of carrying the 118 calls. Service providers often receive a share of the revenue from the cost of the call.

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

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

- online at www.psauthority.org.uk ;

- by calling 0300 30 300 20 (between 9.30am and 5.00pm, Monday to Friday).

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

- issue a reprimand and/or warning;
- order a provider to give refunds;
- impose a fine;
- bar access to the service;
- require a provider to remedy the breach of the Code;
- require a provider to obtain compliance advice or permission to run a service;
- require a provider to submit to an audit of the service;
- ban a provider or individuals associated with the provider from running some or all Premium Rate Services.]

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

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

4 Number Translation Services

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

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

Information on usage charges for NTS Calls, 0870 calls and calls to personal numbers can be found through this link <https://daisygroup.com/price-information/>;

5 The Telephone Preference Service and Fax Preference Service

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

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

6 Internet Diallers and Fraudulent Activity

Internet dialler scams are when the computer settings are changed on a person's computer so their internet connection is re-routed via an expensive telephone line.

It can happen when a person opens a spam email, clicks on a pop-up box or visits a pay-per-view website, and downloads the software that makes this change to their computer.

Fixed line or Premium Rate Fraud is when fraud is committed against telephone companies.

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

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

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

For information regarding and compensation or refunds available, including details of our Daisy fraud Guardian Service please review our complaints code or contact our Customer Services team. <https://daisygroup.com/customer-complaints-code/>



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

7 Contact Details

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

We aim to resolve all complaints received by the Executive Resolutions Team within 10 working days. Should we be unable to provide a suitable resolution for you at this stage – or if 8 weeks has passed since your initial complaint – then, we will provide you with a letter or email of ‘deadlock’ outlining our final position. Subject to eligibility, we will provide you the details of our Ombudsman Service. The Executive Resolutions Team can be contacted directly if you feel that matter is of a sufficiently serious or sensitive in nature by emailing executiveresolutions@daisygroup.com

Bilal Khan is responsible for ensuring Daisy’s compliance with this Code of Practice. If you have any concerns about Daisy’s compliance with this Code of Practice please contact:

Bilal Khan

Head of Compliance

Daisy Group

regulatory@daisygroup.com

8 Telephone Ombudsman Scheme

For disputes concerning Premium Rate Services calls that have not been resolved through the complaints process and/or in line with our complaints code of practice eligible customers can contact Ombudsman Services who are our alternative dispute resolution scheme provider.

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

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

Phone: 0330 440 1614

Fax: 0330 440 1615

Text phone: 0330 440 1600

Email: osenquiries@os-communications.org

Website: www.ombudsman-services.org/communications.html



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

9 Availability of this Code of Practice

This Code of Practice is available at <https://daisygroup.com/compliance/>. Alternatively please contact our Customer Services team on 03331 309 280 to obtain a copy.