

Number Translation Services

Code of Practice

Publication of Prices of Calls

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Registered address as above

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1. INTRODUCTION & OVERVIEW

1.1 Objectives

The key objective of this Code of Practice is to ensure that Wightcable provides its domestic and small business customers with readily accessible and accurate information relating to the usage charges for NTS Calls.

1.2 Good Practice

The Code of Practice seeks to ensure that there is a clear framework within which Wightcable is operating in relation to the publication and provision of information to domestic and small business customers about usage charges for NTS Calls.

2. STATUS OF CODE

2.1 Regulation

All Originating Communications Providers, including Wightcable, who provide NTS calls are required under Ofcom General Condition 14.2 to establish a Code of Practice for NTS Calls for their domestic and small business customers (the “Code”).

The Code conforms to the Guidelines set down by Ofcom, and Wightcable complies with the provisions of the Code.

2.2 Compliance

Compliance with the Code does not guarantee compliance with any other legal requirements.

2.3 Non-Compliance

Non-compliance with the Code does not affect the validity of any contract between the company and the consumer, unless otherwise provided by law.

3. CUSTOMER INFORMATION AND ADVICE: PUBLISHED PRICE LISTS AND WEBSITES

3.1 NTS Calls

NTS stands for Number Translation Service. Users dial a number with an 08 prefix and the telephone system translated this into a 01 or 02 (Geographic Number) and routes the call to the called party. This approach has several benefits. Depending on the time of day the call may be routed to a different destination, distinctive numbers can be used, and there is greater tariff flexibility.

Initially there were three main NTS prefixes:

0800 – free calls

0845 – ‘local’ rate calls

0870 – ‘national’ rate calls

Given the intense competition on local and national calls and the more sophisticated functions, 0845 and 0870 calls now tend to be more expensive than local and national calls.

3.2 NTS Prices

The tariffs for NTS services are available from Wightcable on request, and on its web site www.wightcable.com in the same format as all other call types. The tariff information provided includes:

- the prefix of the NTS number (this determines the charge);
- the charge code (based on a UK convention);
- the prices (these can include fixed fee, connection or minimum charges, and a duration charge).

Wightcable price list gives prominence to the following, in particular:

- any usage charges that apply for calls to freephone numbers including details of when those charges will apply – none apply;
- usage charges for NTS Calls which include variations by time of day – day, evening and weekend rates are provided;
- whether or not any special offers, discount schemes or call bundling arrangements apply to NTS Calls, including details of which of those arrangements apply to which number range;

4. CUSTOMER INFORMATION AND ADVICE: ADVERTISING, PROMOTIONAL MATERIAL AND NEW CUSTOMERS

4.1 Promotional Material

Wightcable in advertising and promotional material that refers to call pricing includes the maximum prices that apply to NTS calls, alongside a clear reference that all of its NTS prices are publicly available and on its web site www.wightcable.com .

4.2 New Customers

When a new customer signs up Wightcable provides maximum prices that apply to NTS calls alongside a clear reference that all of its NTS prices are publicly available and on its web site www.wightcable.com .

5. PROCESSES AND PROCEDURES

5.1 Customer Services

Wightcable has procedures in place to:

- ensure that enquiry and helpdesk staff know of the existence and content of this Code in order for them to be able respond to complaints and enquiries about NTS calls; and
- monitor Wightcable compliance with this Code.

5.2 Customer Awareness

Wightcable has procedures in place to make customers and advice agencies aware of the existence and content of this Code, for example by referring to the Code in sales and marketing literature.

The Code is available free of charge on request and at www.wightcable.com .

5.3 Accountability

To ensure accountability Wightcable has allocated responsibility for compliance to:

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