

DirectSave Telecom

Code of Practice for Premium Rate Services (PRS) and Number Translation Service (NTS) calls

This code will provide you with information about PRS and NTS calls and our pricing policy for calls to such numbers.

Premium Rate Services (PRS) - are telephone services that when called provide entertainment or information that is charged to your telephone bill. In the UK PRS numbers are normally start with 09... and services include technical support help lines, television voting lines, information services (such as weather forecasts and racing tips), mobile ringtone downloads, charity fund-raising, adult entertainment and chat lines. The charges for calling these services are added to your telephone bill and are charged per call/text or per minute and when called from a BT Retail landline typically cost 10p to £1.50 per minute/call. When called from other landline/mobile providers or payphones it will cost more than the advertised rate. Our charges for calling PRS numbers are shown on our price list, for a copy please call our UK based Customer Service team on 0800 027 3930 or via our website www.directsavetelecom.co.uk If you have any concerns regarding calls to PRS numbers please call our UK based Customer Service team who can check numbers or charges that appear on your bill and if you prefer we can place call barring on your line to restrict calls to PRS.

The industry funded regulatory body is PhoneyPayPlus. You can find further information from their website www.phoneypayplus.org.uk where you can search PRS numbers and download a complaint form. PhoneyPayPlus has the legal powers necessary to require a PRS provider to amend its services and marketing material. PhoneyPayPlus can impose penalties on PRS providers. PhoneyPayPlus, Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500 212 www.phoneypayplus.org.uk

Number Translation Services (NTS) - are telephone numbers normally starting 08... and are used for sales enquiry lines, customer service, recorded information, fax-to-email services and technical support lines.

0800, 0808 and 0500 numbers are free phone services.

0843, 0844 and 0845 are typically for customer service help lines or internet dial up.

0870, 0871 and 0872 are typically for information services and some technical help lines.

At DirectSave Telecom calls to 0845 and 0870 numbers are free as part of your inclusive call plan. The charges for calling the non free services are added to your telephone bill and are charged per call or per minute and when called from a BT Retail landline cost up to 30p per minute/call. When called from other landline/mobile providers or payphones it will cost more than the advertised rate. Our charges for calling PRS numbers are shown on our price list, for a copy please call our UK based Customer Service team on 0800 027 3930 or via our website www.directsavetelecom.co.uk If you have any concerns regarding calls to NTS numbers please call our UK based Customer Service team who can check numbers or charges that appear on your bill and if you prefer we can place call barring on your line to restrict calls to chargeable NTS numbers.

Internet Diallers - When using the Internet, software can be placed on your computer without your knowledge - known as Internet or rogue diallers these can then make calls to PRS and NTS numbers without you realising it. Internet Security Software is available to detect this activity and you should ensure that your computer has the most up to date versions.

PhoneyPayPlus has been given responsibility for policing this type of activity, PhoneyPayPlus, Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500 212 www.phoneypayplus.org.uk