



# Our Phone Service Code of Practice

## SSE Phone & Broadband

October 2018

## Introduction

This is our code of practice, which explains the services we offer, provides information and tells you what to do if you have any problems.

Our phone service is a line rental, line features and calls product. You can usually bring your existing phone number to us or we can assign a new one to you. You don't need any additional equipment when you switch to our service, your existing phone will work with our service. To take this service you will need to be connected to a BT telephone exchange. If you do not have an active telephone line there is usually an extra fee for line installation – if this is the case we can usually let you know before you sign up with SSE.

Please note that compliance with this code does not guarantee compliance with any legal requirement. Non-compliance with this code does not affect the validity of any contract between us, unless otherwise provided by law.

We can send a copy of this Code free of charge in response to a request. Our website also has a copy of our terms and conditions.

## Contact details

SSE Phone & Broadband	
<b>Phone number</b>	0345 026 7045 Lines are open from 8am to 8pm Monday to Friday and 8am to 2pm on Saturdays
<b>Customer Services email address</b>	customerservice@sse.co.uk
<b>Website address</b>	<a href="http://sse.co.uk/phone-and-broadband">sse.co.uk/phone-and-broadband</a>
<b>Customer Services Postal Address</b>	Customer Services PO Box 230 Havant PO9 9DT

## Billing and payments

Payment is monthly by direct debit (unless agreed otherwise). We provide online account services where, once registered, you can view your bills.

Your Phone package charge includes your line rental which allows you to make and receive phone calls via national and international services and provides access to emergency services, directory enquiries and non-geographic numbers. Access to premium rate numbers starting '09' is only applicable for those customers joining before 6th April 2018.

If you have any queries about our charges, you can find product price guides on our web site or give us a call. Our web site product price guides include information on charges that apply to calls to any Personal Numbers and clear information on what charges apply for calls to non-geographic numbers such as those beginning 0845 or 0870.

We may apply a credit threshold to your account and if your usage approaches this threshold then we will try to contact you about this. If your usage means that the credit threshold is exceeded then we may restrict your telephone service, as discussed in the section below. This service is for your protection to help to keep you aware of your spending and to prevent large, unexpected bills.

## Restricting your phone service

There are a number of circumstances where we may restrict your phone service – for example, if we notice significantly increased use of your phone. For your protection, we would restrict the service as discussed below and we would try to get in touch with you to discuss the matter before we did this.

Restricting your phone service means:

- you will not be able to make calls (except to emergency numbers such as 999 and 112) and any call you try to make may be diverted through to us;
- incoming calls will not initially be affected, but we may prevent these calls if we fail to receive your payment.

If we have to disconnect your phone service, you will not be able to make or receive any calls.

## What happens if a bill is not paid?

If full payment is not received:

- We will send you a reminder.
- We may phone you to discuss payment.
- We may charge you for any additional costs we incur in obtaining payment of the sum of money you owe us.
- We will give you notice in writing before we restrict or disconnect your phone service. The notice you receive will also give you details of any charges that you are due to pay.
- We may disconnect your service with prior notice and additional charges may be applied to your account.
- We may charge you to resume your service once it has been disconnected.
- We may use a national debt collection agency to help us collect payment.

A list of the administrative charges that may be applied can be found in our online product price guides. This is available at our website or by calling us on the appropriate number above.

## Accessible services

We can provide additional help for those who need it, so that all our customers can make the most of their phone services.

Full details can be found at the link below:

<https://sse.co.uk/help/phone-and-broadband/accessibility>

## What happens when you move home?

When you move house, we can usually arrange for your existing telephone number to move with you. This may be arranged if you are moving to a house within the same local exchange area. We can also offer to redirect your calls to another telephone number of your choice whilst your telephone transfer is being completed. We can also ensure that your existing line features remain the same.

When you are planning to move home, we ask that you contact us with your account information and:

- Your move date.
- Your new address details.
- An alternative contact number, like a mobile number.

We will then make all the necessary arrangements such as:

- Advising you whether SSE phone services are available at your new address.
- Advising you of any contract termination charges (if applicable) for your old address.
- Planning to stop your phone service on the right date.
- Planning to provide our phone service at your new address (if applicable), including whether you can keep the same phone number and line features.
- Preparing a final bill after you've moved out to be sent by post to your new address or electronically.

Please tell us in advance if you are moving out so we can make all the necessary arrangements and make sure you don't continue to be responsible for services after you've moved out. We ask for at least 10 working days' notice, particularly if you want to transfer the SSE phone service to your new home. Cease or early termination charges may apply – we can advise you of these when you contact us.

### **Transferring or porting your telephone number**

If you have your telephone service provided by another company over a BT line, then we will usually be able to transfer your existing phone number for your use when switching to the SSE phone service. You will not be charged for this transfer and if for any reason we are unable to transfer your number (or you request a new number at the point of sale), we will provide you with a new phone number free of charge.

If you move away from SSE for the phone service, we will work with your new provider should you wish to take your phone number with you.

### **Contract cancellation prior to your SSE phone service start date**

You can cancel your phone service order without charge up to 5pm on the working day before your phone service start date. You can cancel:

- By phoning 0345 071 9887.
- Via email [talk.cancellations@sse.com](mailto:talk.cancellations@sse.com)
- By writing to us at Customer Services, PO Box 230, Havant, PO9 9DT.

### **Contract termination once your SSE phone service has started**

If you wish to end your contract, you can call us on 0345 071 9887, or email [talk.cancellations@sse.com](mailto:talk.cancellations@sse.com), or write to us at Customer Services, PO Box 230, Havant, PO9 9DT. You will be responsible for a termination charge if you have not completed your minimum contract period, depending on your original contract choice.

You may sign-up with another phone supplier, they would then notify us of your intention to switch away and we will then write to you to confirm any charges or fees and prepare your final bill.

Your phone product price guide as well as terms and conditions will have been sent to you at the start of your contract and are also available on our web site:

<https://sse.co.uk/help/phone-and-broadband/regulations-phone>

## What to do if you have a fault

Faults can be reported to our Customer Services Team by calling 0345 0719 627. We are open 6am to midnight, Monday to Sunday, including Public and Bank Holidays.

We aim to resolve faults as quickly as possible. We will try to diagnose the fault remotely at first will need your help to understand what's happening. We will try to establish where the fault lies, be it on the network, with your equipment or perhaps something within your home such as telephone socket/cable or micro-filter.

We may need to send an engineer to your property to help diagnose or resolve the fault – we will arrange this with you at the time.

## Useful Information on certain types of telephone number

In order to make sure that users of telephone services are provided with readily accessible and accurate information about the charges made for calls to 08 numbers, 0870 numbers and Personal Numbers, please see the details below. Further details are shown clearly in your product price guide available from our website.

Our Customer Service staff training and monitoring covers 08 Numbers, 0870 numbers and Personal Numbers so that we can respond to customer queries about calls to these types of number.

### **08 numbers**

08 numbers were typically used by businesses and organisations to provide a single number for customers to call regardless of the actual location of where the call is received. These numbers have been largely replaced with 03 numbers.

### **0870 numbers**

Numbers beginning 0870 were often used as contact numbers by service departments of large companies and by public service bodies. Calls to these numbers are included in some of our packages. For non-inclusive calls to 0870 numbers, our charges are different from those for calls to geographic numbers and these are shown clearly in your product price guide available from our web site.

### **Personal numbers**

Personal numbers are usually those beginning with 070. These enable the end user to be called using a personal telephone number and reached at almost any underlying number. These services are sometimes referred to as 'find me anywhere' services. Charges for making calls to these numbers can be significantly higher than the cost of calling mobile numbers and they are clearly set out in the list of prices on our websites listed above.

### **Controlled Premium Rate Services (CPRS)**

Examples of Premium Rate numbers (PRS) are listed below:

- Numbers starting with 09 (these are not available on our call packages for those customers joining on or after 6th April 2018).
- 118 Directory Enquiries numbers.
- 0870/1/2/3 numbers.

CPRS calls identified as PRS numbers where the Service Charge for the call exceed 5.833 pence per call (excluding VAT)

The majority of the cost to the customer from these calls is received by the service provider who is responsible for the content of the call. These service providers are responsible for complying with most of the obligations required in the Phone-Paid Services Authority code of practice. The rest of the cost of these calls is shared by the customer's telephone company, i.e.us, and the telephone company that contracts with the service provider by providing network facilities.

## Reverse charge calls

Reverse charge calls enable a caller, via operator services or specific reverse call charge providers, to connect to a telephone number where the receiving party pays the call charges. If the customer who receives the call accepts it, they will pay all the charges applicable for making and receiving the call. Guidance on the use of Operator Services is available on our website at: <https://sse.co.uk/help/phone-and-broadband/regulations-phone>

## Phone-Paid Services Authority

Phone-Paid Services Authority is the UK regulator for content, goods and services charged to a phone bill. Phone-Paid Services Authority code of practice covers the content, promotion and overall operation of Premium Rate Services. The code of practice is available on the Phone-Paid Services Authority website (<https://psauthority.org.uk/>). Consumers can use this free and independent service to gain information and help settle disputes over Premium Rate Services.

Phone-Paid Services Authority investigates complaints about the promotion and operation of services that involve the use of a telephone connection via a premium rate number. This includes services available through various mediums such as voice (telephone), fax, Internet, mobile phone, Short Message Services (SMS) and interactive TV.

Phone-Paid Services Authority regulates any service/promotion that is operating on one of the following number ranges:

- Numbers beginning with 09.
- Directory enquiry (DQ) services operating on numbers beginning with 118.
- Numbers beginning with 0870, 0871, 0872 or 0873 which are listed in our price list as Special Services.

## How to complain about CPRS services

If you have a complaint about any of these services then we recommend that you check the number in question using the number checking facility, available on the Phone-Paid Services Authority website at <https://psauthority.org.uk/>. This will provide you with information about the number and the company providing the service.

After checking the number in question on the Phone-Paid Services Authority website, please use one of the following methods to further your complaint:

- Use their on-line complaint form on their website <https://psauthority.org.uk>
- Call their helpline number on 0300 30 300 20 from 9.30am-5pm, Monday-Friday.

We are also a member of 'Ombudsman Services: Communications', which is an independent scheme that can investigate if you have a complaint that we cannot resolve about calls to CPRS numbers appearing on your phone bill. Their contact details are provided in our customer complaints code, which is available on our website.

## How to bar access to CPRS numbers

All customers joining after 6th April will have PRS bar automatically applied, barring calls to 09 numbers.

If you joined us before 6th April, we offer a call barring service to block calls to all 09 numbers. If you want to use this service then please call our Customer Service Team on 0345 026 7045.

## Preference services

These are statutory registers where you can set up details of your telephone and/or fax number to register your preference not to receive unsolicited sales and marketing telephone or fax numbers. It is a legal requirement that all organisations do not try to contact numbers registered on the relevant preference service unless they have your consent to do so.

### Telephone Preference Service (TPS)

If you do not wish to receive unsolicited telemarketing calls, register online at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or call 0345 070 0707.

### Fax Preference Service

If you do not wish to receive unsolicited telemarketing faxes, register online at [www.fpsonline.org.uk](http://www.fpsonline.org.uk) or call 0345 070 0702.

## Getting in touch with us

If you have a question about your account or service, please get in contact with us using one of the methods in the Contact details section above. We prefer you to phone rather than write because it is quicker, more direct and easier for us to answer your questions straight away.

## What to do if you are unhappy

Information about our complaint handling processes is set out in our customer complaints code, which is available on our website:

<https://sse.co.uk/help/phone-and-broadband/making-a-complaint>

Please get in touch and we'll do everything we can to assist you.

## Other information

### Ofcom

Ofcom is the regulator for the UK telecommunications industry. They make sure telecommunications companies meet their obligations under telecoms and competition laws and regulations.

Ofcom	
Website address	<a href="http://www.Ofcom.org.uk">www.Ofcom.org.uk</a>
Phone numbers	0300 123 3333 020 7981 3040
Textphone number	18001 01925650744
Postal Address	Ofcom Riverside House 2A Southwark Bridge Road London SE1 9HA

This is based on a code of practice that Ofcom approved in March 2004.



Last updated: February 2020

SSE is a trading name of OVO (S) Retail Telecoms Limited. The registered office of OVO (S) Retail Telecoms Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED.

Registered in England and Wales number 10086511.

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