



## CUSTOMER CODE OF PRACTICE

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## 1. Who we are

KCOM is a leading provider of communications and IT services. Its foundations date back to 1904 when Hull's local authority established its own telephone network.

Today KCOM provides broadband and phone services to more than 150,000 consumers and businesses in Hull, East Yorkshire and North Lincolnshire across its award-winning full fibre network. KCOM plays an active role in supporting the local communities it serves and is committed to becoming a Net Zero business by 2040.

## 2. Our services

We provide communications and internet-based services to homes and businesses including broadband and voice, mobile services, cloud services and our ultrafast Lightstream fibre services.

Details of the prices which apply to our services and packages can be found in our [Price Manual](#).

## 3. Our terms and conditions

The terms and conditions that apply for the standard services we provide are available on our website. For residential customers you will find our terms [here](#) and business customers will find out terms [here](#).

If you cannot find the terms and conditions for your service then please contact us and we will provide you with the information you need.

## 4. Service promise

### Connecting your service

When you decide to take our services, we want to provide them to you as soon as possible. We aim to provide your services within 6 working days (Monday to Friday 08:00 to 17:00, excluding bank holidays). Our fibre service and some telephone and broadband products take longer to install because of the work we need to do to complete the installation, but we'll agree a date with you when you place your order.

### Repairing your service

While we try to make sure you don't experience problems with our service, sometimes things do go wrong. If you think there is a problem with your service you should call 151 or 01482 602151.

Some customers may also be entitled to a free priority fault repair service and we do have some service options that provide businesses with enhanced repair services. Please contact us if you'd like further information about these services.

### Standards of service and compensation

For our residential customers that have bought either a voice (landline) and / or broadband (standard or Lightstream) service you will be eligible for automatic compensation if we don't connect or repair your service on time or if we miss an appointment we have made with you. If automatic compensation is due to you we will write to you to let you know, setting out the amount we think that you are due. Having done so, we will credit your KCOM account with the amount that is payable. Full details of the automatic compensation scheme are available on our [website](#) or you can call Customer Services for more information.



For business customers, we have published a document designed to provide you with clear and easily accessible information regarding the level of service you can expect in relation to the telephone and broadband services provided by Consumer & Regional Business in the Hull and East Yorkshire area and any applicable compensation which might be payable where we don't meet our commitments. You will find details of the Business Service Standards on our [website](#). You can also contact Customer Services for more information.

## **5. Sales Practices**

KCOM Sales personnel will behave in a courteous and professional manner at all times. You will not be harassed or pestered. Whether we contact you in person or by telephone you can expect us to deal with your enquiry quickly and efficiently.

We want to ensure that we sell our services responsibly and prevent any misunderstandings arising from information we give you and so have taken steps to ensure that we are compliant with Ofcom's rules. If you have any concerns then please contact us.

## **6. Paying bills**

### **Payment Options**

We have a range of payment options to make it easier for you to pay your bill. Customers who choose to pay by direct debit may benefit from a lower monthly charge. You can find details of all payment methods on our website <https://www.kcom.com/home/help/billing/how-can-i-pay-my-bill/>.

### **Disconnection**

If you cannot pay your bill, please contact our Collections Team using the contact details shown on your bill. In cases of genuine financial difficulty, we may be able to help perhaps by extending the time for payment or agreeing payment by instalments. Further information can be found [here](#).

## **7. If you need extra help**

We are committed to supporting customers who are unable to access our services through the usual routes or require additional assistance. We offer a range of products and services that may help make life a little easier. Further information can be found [here](#).

## **8. Complaints**

We want you to be happy with the service we provide. We aim to resolve all complaints within 10 days on average although the nature of some complaints means they can take longer to resolve. We will always keep you updated on our progress.

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Our Complaints Code of Practice describes how you can complain, how we handle complaints, what happens if you are unhappy and escalate a complaint and provides details of your right to go to Alternative Dispute Resolution at no cost. Our Complaints Code of Practice is available on our website <https://www.kcom.com/home/complaints/>.

## **9. Premium rate and non-geographic service numbers**

"Premium-Rate Services" ("PRS") are products and services that that you pay for through your telephone bill and include:



- calls to fixed line numbers which begin with 118, 087, and 09;
- SMS shortcodes which are five or six-digits long and usually begin with 5, 6, 7 or 8; and
- “charge to mobile” services, such as payments to app stores for content you have downloaded or for subscriptions you pay to access services.

They will appear as a separate charge on your bill or on your pay-as-you-go mobile usage statement. These services might provide access to recorded information, competitions, voting, chatlines and things that you can download such as ringtones or be used for charity donations.

When you make a telephone call to a service number – one beginning 08, 09 or 118 – the cost of calling these service numbers will be made up of two parts:

**An access charge:** This part of the call charge is set by KCOM and is charged as pence per minute.

**A service charge:** This is the rest of the call charge. The organisation you’re calling decides this and will tell you how much it is in any advertising for the service.

This arrangement is called revenue-sharing. Most of the charge you pay for calls to these services goes to the service providers offering the content, product or services. KCOM retains the access charge.

Depending on your package, calls to some or all of these numbers may be included in your inclusive call allowance. Where they are not, the access charge we retain will be separately identified on your bill. KCOM’s access charge for calls to all 084, 087, 09 and 118 numbers can be found in our Price Manual <http://pricing.kcomhome.com/> which also contains details of the types of calls that are inclusive in each of our price packages.

Service providers offering PRS are responsible for complying with rules which set out specified standards of advertising, behaviour, decency etc.

You can find out more about PRS on Ofcom’s website <https://www.ofcom.org.uk/make-a-complaint/complain-about-premium-rate-services/quick-guide-to-premium-rate-services-prs/>.

Similar services are available by dialling international numbers but these numbers are not regulated by Ofcom. They can be very expensive and may contain sexually explicit content. If you are not sure whether a number is a premium-rate number, a UK number, or an international one, please call Customer Services on 01482 602555 or for business customers 0800 915 5777 and ask for help.

### **How to bar access to PRS numbers**

We provide the option for you to bar access to premium rate services. You can prevent calls to all UK premium rate numbers. The barring may be a total block or you can choose one that allows you to block and unblock by dialling a Personal Identification Number we give you. You can also choose to block national or international calls. For more details on how to restrict calls from your phone, or how to change an existing restriction, please call Customer Services on 01482 602555 or for business customers 0800 915 5426. Services advertised with a 00 prefix (international calls) will still be available unless you have barred them; these may include uncontrolled adult services overseas.



### **Disputes about PRS numbers on your Bill**

If there are PRS numbers that you do not recognize on your bill, please phone Customer Services who will attempt to resolve your query. Ofcom also has a number checker so you can find the name and contact details of the service you have used <https://www.ofcom.org.uk/make-a-complaint/complain-about-premium-rate-services/premium-rate-service-checker>

### **Complaints about premium rate services**

What we can do for you:

- Provide information on general questions about premium rate services.
- If available, provide details of the service provider for the premium-rate service number so that you can contact them direct for a refund.
- Provide information about the prices for calls to any premium-rate service number on our network.
- Provide basic information about how premium rate services work, including whether the calls in question were on our own network or on the network of another provider, together with a basic explanation of how revenue share works.
- Provide information about how you can bar calls to all or specific premium-rate numbers from your phone line.
- Provide information on other options available for getting refunds in cases of abuse or problems involving premium rate calls.

### **How to complain to about PRS**

If you used a premium rate service and the service provider hasn't followed the rules, you can challenge this with the PRS provider. They should explain how to log a complaint with them.

Customers have free access to advice through the Citizen's Advice Bureau. They may help to resolve your issue if it remains unresolved after following the provider's complaints process.

You can also complain to Ofcom using their [PRS complaints form](#), or by calling them on 0300 123 3333 or 020 7981 3040.

## **10. Nuisance calls**

KCOM has taken action to help prevent nuisance calls getting through to our customers but we may not be able to prevent all nuisance calls from occurring. If you are receiving nuisance calls please report them to our Customer Services team and they will be investigated. Customer Services will also be happy to provide advice on actions you can also take to prevent nuisance callers or please refer to our website on ways to stop nuisance calls.

<https://www.kcom.com/home/help/phone/preventing-scam-and-nuisance-calls/>

If you do not wish to receive unsolicited marketing calls or faxes from companies and organisations you can register with the Telephone Preference Scheme (TPS) and Fax Preference Scheme (FPS). It is an offence for organisations or companies to continue to make unsolicited calls to individuals or businesses who have registered their details with the scheme. You can register for the TPS and FPS at <https://www.tpsonline.org.uk> or by calling 0345 070 0707.



### 11. Caller display

Caller Display is provided to our phone customers at no charge and allows you to see the telephone number of the caller before you answer, giving you that extra level of security. A caller has the right to privacy and can choose to withhold their number from being displayed to you. KCOM cannot provide Caller Display for some of the calls that originate from overseas callers.

### 12. Public payphones

All payphones will allow you free calls to emergency services (Fire, Ambulance, Police, Coastguard) using the recognised emergency numbers 999 or 112. You will be connected promptly to operators who are trained to handle emergency calls.

Repairs to public payphones can be reported on 151. We do our best to repair damage caused to our public payphones by thieves and vandals and try to make sure that at least 95% of our payphones are working at all times. We are proud of our record but fighting crime needs your help. Please let us know about payphones that are out of order. We will try to get them working again as quickly as possible.

### 13. Our contact details

There are a number of ways in which you can contact us.

If you are a residential customer you can:

- go to <https://www.kcom.com/home/contact-us/> for details of all the ways to contact us
- Call us
  - Customer Services 01482 602555
  - Technical Support 01482 606101

If you are a business customer you can:

- Chat with us <https://www.kcom.com/business/contact-us/>
- Call us on 0800 915 5771
- Email us
  - Business Customer Service: [businesscare@kcom.com](mailto:businesscare@kcom.com)
  - Business Technical Support: [BusinessTechnicalSupport@kcom.com](mailto:BusinessTechnicalSupport@kcom.com)

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