

INTRODUCTION TO THUS

THUS Ltd provides communications solutions to residential and business customers throughout the UK under the THUS and Demon brands.

PURPOSE OF THE CODE

This Code of Practice is intended for our residential and small business customers. It contains information relating to calls to Number Translation and Premium Rate services.

Copies may be obtained from us in larger print or Braille if required by calling one of our enquiry numbers below.

This Code of Practice will be reviewed on an annual basis or following any significant event which materially affects its content.

Number Translation Services (NTS)

NTS calls are calls to numbers defined as "Special Services" by Ofcom (http://www.ofcom.org.uk/telecoms/ioi/numbers/numbers_administered/) for example numbers starting with 0845 and 0870, and includes calls to 0500 Freecall numbers.

We give details of prices for calls to these numbers in our Price List and whether they are included in any discount packages.

Premium Rate Services (PRS)

Premium Rate Services are known as "Special Services at a Premium Rate" by Ofcom and start with the numbers 090, 091 and 098 and from August 2009 087 (but NOT 0870).

Directory Enquiry services which have numbers starting 118 are also classed as PRS calls.

How Premium Rate Services work

Calls to these numbers are charged at a higher rate than normal calls as

some of the call cost is sent to the provider of the service which might for example be recorded information (e.g. weather or traffic reports, competitions, voting, chat lines).

The network operator will also take a share of the price to cover the cost of carrying the call and looking up the number in a database to know where to send it which may be to another network operator.

You should note that some information and entertainment services, mainly services with an adult content, are provided by international companies using international phone numbers.

These are not covered by PhonepayPlus and are not considered to be "Premium Rate" calls. We can block calls to international numbers, Premium Rate numbers or to Directory Enquiry numbers or any combination if you ask us to.

Charges for calling PRS numbers

You can find information about calling these services by calling our Customer Services – see details of how to contact us below.

Internet "Diallers"

If you use dial-up to connect to the Internet and try to access services where you are expected to pay for the content – e.g. film and music downloads, sports highlights or adult content, you may be asked to install a piece of software, called a "dialler".

This will disconnect your dial-up connection and re-connect to a premium rate number (or an expensive international number) for the duration of the visit to the website.

If you have broadband, the "dialler" may use your computer's dial-up modem to connect to the PRS number without disconnecting your broadband connection. Many

companies use diallers legally to allow people who don't want to pay for services with their credit cards to access their services and pay via their phone bill. Such companies should inform you of the premium rate call charges before you download the dialler and should keep you informed of ongoing charges.

However, in some cases, diallers can connect your computer to a premium rate number without your knowledge or consent. Such services are known as "rogue diallers". Often the premium rate number used by a rogue dialler stays in your computer, so that every time you connect to the Internet, the dialler will dial up the premium rate number. You should therefore always be cautious about clicking on pop-ups or accepting downloads, particularly if these appear unexpectedly. We also recommend you install the latest software and upgrades to protect your computer from rogue diallers. If you use a broadband connection, we recommend you leave your computer's dial-up modem unconnected from your telephone line.

Queries and Complaints about Premium Rate Services

If you have a complaint about a call to a Premium Rate service then you can contact us and we will:-

- Provide information about the role and remit of PhonepayPlus in dealing with complaints and how to go about making a formal complaint to PhonepayPlus via the website, helpline or in writing;
- Provide information about the tariffs that apply for calls to any PRS, NTS or Directory Enquiry number ranges;
- Provide basic information about how PRS services work including whether the call(s) in question were routed to service

providers (SPs) hosted on our own network or on the network of another Communications Provider (CP), together with a basic explanation of how revenue sharing with SPs operates;

- Provide information about how consumers can bar access from their telephone to all or specific PRS, Directory Enquiry or international number ranges for reasons of cost or content;
- Provide information about the purpose of the Telephone Preference Service ("TPS") and Fax Preference Service ("FPS") and how to go about registering with such services;
- Information about how internet diallers operate and how customers can identify and take action, such as improving their computer's security, to avoid further instances of these or similar scams;
- Provide information on the role of the Telecoms Ombudsman schemes in resolving disputes concerning PRS calls;
- Provide information on other options available to consumers for seeking refunds in cases of abuse or scams involving PRS calls;
- Provide contact details of individual SPs if we know them or the Terminating CPs which host them; and where available – typically via PhonepayPlus' website at www.phonepayplus.org.uk;
- Provide SPs customer service contact details where customers can obtain further information about services provided on the PRS numbers found on their bills if we know them.

PhonepayPlus

If you have a complaint about premium rate services you should contact PhonepayPlus. .

PhonepayPlus is the industry-funded regulatory body for all premium rate charged telecommunications services.

It regulates the content and promotion of services through a Code of Practice.

PhonepayPlus investigates complaints and has the power to fine companies and bar access to services.

PhonepayPlus investigates complaints about any promotion or service involving the use of a telephone connection (including Internet or interactive TV) to make a premium rate call. Examples are:

- Services which start with the numbers 090 xxxx
- (From August 2009, services which start with 0871, 0872 or 0873
- Directory Enquiry (DQ) services operating on 118 xxx
- SMS text messages charged at a premium
- Information services (such as traffic and weather report services) on mobile telephone short codes

PhonepayPlus may also be able to assist in complaints concerning international services commencing 00 xxx and which involve adult entertainment.

Contact Details

PhonepayPlus
Clove Building, 4 Maguire Street,
London, SE1 2NQ
or
PhonepayPlus
FREEPOST, WC 5468,
London SE1 2BR

Freefone: 0800 500 212
Fax: 020 7940 7456
Web: www.phonepayplus.co.uk
(online complaint form)

Contacting us

THUS strives continually to improve the way we serve our customers. We can handle your service issues in various ways, ranging from quick complaint handling to acting on customer feedback from direct contact and satisfaction surveys.

If you are a Demon customer:

Telephone: 0845 272 2333; or
0845 272 2666

E- mail:
customerservices@demon.net

Post:
Customer Services
Demon
Gateway House
322 Regents Park
Road
Finchley
London
N3 2QQ

Text Chat: (This is a live online chat service)
<http://demon.net/helpdesk/textchat/index.shtml>

Customer Service
Opening Hours: 8am- 8pm
Monday- Saturday (Including Bank Holidays)

If you are a THUS customer:

Telephone: 0800 027 0000

E- mail:
customercare.frontoffice@thus.net

Post:
Customer Services
THUS Ltd
1-2 Berkeley Sq.
99 Berkeley
Street
Glasgow
G3 7HR

Opening Hours:
The Faults Team are available
24hours, 7 days a week.

The Customer Services Team are open Monday to Friday 9am - 5.30pm