

Customer Code of Practice

Publication of prices of calls to NTS, 0870 and personal numbers

Introduction

This code of practice sets our commitment to provide you with clear and accurate pricing information about the costs of calling NTS, 0870 numbers and Personal Numbering Services using Now.

NTS and Personal Numbering Services

NTS are “number translation services” this means that the number you call to access a service is not a geographic number and does not relate to a particular geographic area in the way that numbers starting 01 and 02 do, but is “translated” by telephone networks so that calls to it can be routed to the correct destination. Many companies and organisations use NTS to provide services including customer and technical support services and information services.

For the purposes of this code we treat 0870 numbers as NTS numbers.

Personal Numbering Services allow people to be called or otherwise contacted using a single personal telephone number and to receive those calls or other communications at almost any telephone number, including mobile numbers.

How to spot a NTS or Personal Numbering Service number

A NTS number usually starts with **08** and includes numbers starting **087** and **0800** freephone numbers. It also includes **0500** freephone numbers (these numbers are no longer being allocated but some still remain in service).

A Personal Numbering Service number starts with **070**. Although this may appear similar to a mobile number it is not a mobile number.

How to find out the cost of calling a NTS or Personal Numbering Service from Now

The amount we charge for calls to NTS and Personal Numbering Service numbers varies according to the number called and calls to these numbers are **not** included in our inclusive plans and bundles of inclusive minutes unless otherwise stated.

Our prices for calls to NTS and Personal Numbering Service numbers are listed on our website www.nowpayg.co.uk and you can also get this information from our customer services team by calling **669** using Now or **0207 871 7669**.

We are committed to publishing the cost of calling NTS and Personal Numbering Services on our website and in any price lists we publish in a way that gives those costs the same prominence in terms of location and format given to costs of calling geographic and mobile numbers and the costs of our plans and bundles.

Where we do not publish the details of a number or range or where a number or range appears on our exceptions list you cannot call that number, or any number in that range using Now. An example of a range, that is excluded is the range starting 0808 99 which is used for flat-rate internet dial-up access.

Our commitments to you

Where you are a new customer, we will publish the maximum prices that apply to calls to NTS and Personal Numbering Services and a clear reference to as to where the full pricing details for calls to those services can be found on our website.

Where, in our advertising or promotional material, we refer to call pricing we will publish the maximum prices that apply to calls to NTS and Personal Numbering Services and a clear reference to as to where the full pricing details for calls to those services can be found.

Where, in our advertising or promotional material, we refer to a price for a plan or bundle which includes calls to geographic numbers we will state whether or not this applies to calls to 0870 and Personal Numbering Services numbers.

We will not publish any statement referring to calls to 0870 numbers as being national calls or calls charged at the national rate unless the price for those calls is the same as the price for calling geographic numbers in the UK.

Who regulates NTS (including 0870) and Personal Numbering Services

The Office of Communications, (“Ofcom”), is the UK’s independent communications regulator and regulates television and radio, fixed line and mobile telecommunications and radio spectrum in the UK.

Included within its remit is the allocation of telephone numbers which includes 0870 and other NTS numbers and personal numbering service numbers, but Ofcom does not handle individual complaints or disputes.

Contact:

Website: www.ofcom.org.uk

Telephone (for advice or to complain): **0300 123 3333, 020 7981 3040** or **020 7981 3042** (Welsh language)

Textphone (if deaf or hard of hearing): **020 7981 3043**

Address: Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

How to obtain this Code of Practice

You can obtain a copy of our Code of Practice from our website, or by contacting our customer services team. Should you require a copy in an alternative format such as Braille, large print or as an audio version please contact us and we will endeavour provide you with a copy as quickly as we reasonably can.

Additional Information

We review this Code of Practice regularly and the latest version is always the one we post on our website.

The team responsible for Now’s compliance with this code are reachable at

Address: 50 Shad Thames, London SE1 2LY

Email: ccop@nowpayg.co.uk