

RAINBOW COMMUNICATIONS CODE OF PRACTICE

Part 1 - Rainbow Communications Code of Practice for Domestic and Small Business Customers

Introduction to our company and services

Rainbow Communications is an independent company that delivers communications services to domestic and business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

This code informs you about our products, services, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website at www.rainbowcomms.com. Additional copies are available on request and free of charge to any domestic and small business customer.

How to contact us

Please contact our Customer Service Team

By phone: 0800 018 8082

By email: customerservice@rainbowcomms.com

By letter: Rainbow Communications, Rainbow House, 286 Ballygowan Road, Belfast, Northern Ireland BT23 6BL

Website: www.rainbowcomms.com

Our commitment to you

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose those providers carefully to ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

Our products and services

- Landline telephones
- Landline calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing

- Internet
- Directory enquiries
- Mobile telephone and data services
- Wide area/local paging services
- Equipment and maintenance service
- A full range of IT services

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0800 018 8082

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website www.cap.org.uk

Terms and conditions

When you subscribe to a service from Rainbow Communications, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0800 018 8082. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services is 12 months or as detailed on your contract. We aim to provide services within 10 working days of your original request, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the revised timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within ten working days of your order being placed. For cancellations after ten working days we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term of 12 months or as detailed on your contract, please call our Customer Service Helpdesk on 0800 018 8082. We will charge you a fee as set out in your contract. After the minimum term, you can cancel any service by calling your Account Manager on 0800 018 8082, giving us at least 30days' notice.

Faults and repairs

Please call our Customer Service Team on 0800 018 8082 if you experience a fault with any of our services.

We aim to acknowledge the fault within 4 hours and investigate and repair within 2 working days – however this may vary depending on various product service level agreements. If required we will discuss operational service levels for the following on a case by case basis:

- activation of a new service
- restoration following loss of service
- *keeping a pre-agreed engineer appointment*

Compensation and refund policy

We do not offer automatic compensation payments in cases where the service level targets are not met and will assess any claim for compensation on a case by case basis. Any payment made will be on a purely discretionary basis.

We do not feel that fixed level compensation payments are appropriate for business customers, who we advise to seek other ways, such as insurance, to protect themselves against the impact of any loss of service.

We aim to investigate any claims and respond within 10 working days. Any refunds that are due will be credited to the next month's invoice.

Price lists

Our pricing structure is available by calling 0800 018 8082 and via our website <http://www.rainbowcomms.com/current-pricing-offers/>. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly.

You can choose to pay us via a range of options including credit card, cheque, BACs (these options will incur an administration charge), or by direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide electronic itemised bills/airtime at flat rate as part of our service, or paper bills for a fee of £3 per month.

If you have difficulty paying your bill, please contact us on 0800 018 8082 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection. In any event, you will be given 48 hours' notice of any decision to disconnect your services.

If you are moving home or office

Please call your Account Manager on 0800 018 8082 no later than 21 days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number porting

Rainbow Communications recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 0800 018 8082.

Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for fixed telephone numbers. If you do want your details included, please contact our Customer Service Team on 0800 018 8082

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service you receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code on our website at www.rainbowcomms.com. Alternatively, copies are available free of charge and on request from our Customer Service Team on 0800 018 8082

Data protection

We comply fully with our obligations under the Data Protection Act 1998.

Part 2 - Rainbow Communications Code of Practice for Premium Rate Services and NTS Calls

Purpose of this Code of Practice

This code informs you about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to NTS and PRS numbers.

Premium rate services

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by “09”. 0871 is now also designated as a Premium rate number and subject to PRS regulation. Typical services include TV vote lines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can be between 7p and £3.60 per minute, or £6 per call or per text (including VAT) for 08 and 09 prefixes. Calls to 118 services can cost up to £15.98 per call plus a £7.99 per minute charge (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to “09” numbers. Please call our Customer Service Team on 0800 018 8082 for advice on this.

You can also ask for help from PhonepayPlus (formerly ICSTIS), which is the industry-funded regulatory body for Premium Rate Services. PhonepayPlus operates a code of practice that sets out standards for the operation of PRS. You can use the PhonepayPlus website at www.phonepayplus.org.uk to check PRS numbers direct or to download a complaint form. PhonepayPlus has legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also impose penalties on content service providers. For other ways to contact PhonepayPlus, see the “Useful addresses” section below.

Number translation services

Number translation services (NTS) are based on numbers that are normally prefixed “08”. For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or

more. Personal numbers prefixed 070 are also used for providing NTS such as “follow me” type services.

Charges for calling services on NTS numbers are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 13p per minute or per call (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact our, Customer Director on 0800 018 8082 or email: resolve@rainbowcomms.com who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to The Ombudsman Services.

The Telephone Preference Service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via www.tpsonline.org.uk or by telephoning 0845 070 0707.

Useful addresses

The Ombudsman Services Communications

PO Box 730, Warrington, Cheshire, WA4 6WU.
Tel: 0330 440 1614
Fax: 0330 440 1615
Web: <https://www.ombudsman-services.org>

Ofcom

Riverside House, 2a Southwark Bridge Road, London SE1 9HA.
Tel: 020 7981 3040 or 0300 123 3333
email: contact@ofcom.org.uk Website: www.ofcom.org.uk

Phone-paid Services Authority

40 Bank Street London, E14 5NR
T: 0800 500 212 or 020 7940 7474
Email: info@psauthority.org.uk Website: www.psauthority.org.uk

Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS
Tel: 0845 070 0707
Website: www.tpsonline.org.uk

Federation of Communication Services (FCS)

Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT.
Tel: 020 8249 6363
email: fcs@fcs.org.uk Website: www.fcs.org.uk

Useful Links

Ofcom General Condition C7

https://www.ofcom.org.uk/_data/assets/pdf_file/0029/129197/General-Condition-C7-Switching.pdf

Ofcom General Condition C8

https://www.ofcom.org.uk/_data/assets/pdf_file/0030/129198/General-Condition-C8-Sales-and-Marketing.pdf