

Our code of practice –it's here to help

Our Code of Practice explains everything you need to know about our communications services and how we can help you.

It tells you all about:

- the products and services we provide
- our pricing and billing methods
- our sales and marketing guidelines; and
- how to contact us and other independent communications organisations.

We regularly monitor our performance against the code to ensure we remain compliant with its requirements.

The communications services described in this code are subject to availability and may be modified from time to time.

The code is available in pdf format through a link on the front page of our website, www.talktalkonetel.co.uk. You can also call to ask us to send a paper copy to your home address.

Our products and services

We are able to offer a wide range of great value landline, mobile and Internet services to suit your needs.

Landline

To help reduce your communication costs, we have a choice of call plans and value added services, including unlimited calls, international calls, voicemail, calling cards and you can even get our low international rates from your mobile. We offer a range of service access methods including Carrier Pre-Selection and line rental is also available.

Mobile

We provide low monthly line rental and inclusive minutes and texts through a range of plans, with low call charges. You can also choose from a range of the latest handsets or if you prefer take our SIM only option, to use in your existing handset.

Internet

We offer a wide choice of dial-up Internet and Broadband packages, specifically designed around the way you use the Internet.

Bundles

For customers choosing to take more than one service, there are a number of bundled products available. These offer discounts compared to the standard price of the services alone.

Looking for a number? Simply call the Directory Enquiries service

Our Directory Enquiries service is not only easy to use it also offers excellent value for money with straightforward pricing.

What's more, you can access it from anywhere - home, work or mobile, 24 hours a day. For more information on this service, please call our Communications Specialists **0845 818 8000**.

**For national Directory Enquiries,
call 118 111.**

**For international Directory Enquiries,
call 118 211.**

If any of our products or services catch your eye, or you'd like to find out more about our latest offers, prices and call rates, please call **0845 818 8000** or visit our website at www.talktalkonetel.co.uk

Minimum terms

Landline

There are no minimum terms for any of our landline products.

Mobile

There is a 12-month minimum term when you register for our mobile service.

Dial-up Internet

There is no minimum term for our dial-up Internet product.

Broadband

There is a 12-month minimum term when you register for our broadband service.

Keeping you in the know

When you register with us, you'll receive a welcome pack. This guide tells you everything you need to know about our products and services, including:

- Call rates
- How to manage your account
- How your bill is set out; and
- Answers to Frequently Asked Questions

To keep you up to date, we may also send you information about:

- Promotions
- New products
- Changes in call rates, connection charges and line rentals; and

Any service changes will be updated on our website. You can also talk to one of our Communication Specialists on 0845 818 8000 (Textphone: 0845 818 0505). However, if you register for a new product or service from us, and you decide that you don't want us to keep you up to date, you'll be able to tell us. You will be able to do this on application and you can change the decision you make at any time by writing to us or by calling a Communications Specialist on 0845 818 8000.

The small print

You will receive a copy of our terms and conditions when you register for any of our services. However, if you would like a copy of our terms and conditions at any other time, please visit our website at www.talktalkonetel.co.uk

Looking after your rights

Privacy policy

We believe that protecting your privacy is highly important. As a result, we're committed to providing you with a personalised service that meets your needs in a way that protects your privacy. We explain how we do this in our privacy policy. To get more information about our policy, visit www.talktalkonetel.co.uk or call us on **0845 818 8000**

Your personal information

Your account details and personal information are covered by the Data Protection Act 1998. We can also give you access to your personal information, as well as information on how we process it. All you have to do is fill in a 'subject access form' and pay a fee of £10 to cover administration costs. Once we have collected your personal information together, we'll send it to you as soon as possible (within 40 days from receiving your request).

Keeping information secure

To ensure we keep your personal details secure we have an identification procedure in place for all incoming and outgoing calls, letters and e-mails. As an account holder, each time you contact us you will need to confirm the following:

- Your name
- Account or telephone number
- Password or three items
- of identification

To maintain security on your account we advise you, (or, if you are elderly or have a disability, a chosen nominee that we have agreed), to keep your password secure and confidential at all times. However, if you give your password to someone else, you agree that they can access your account. Tell us immediately if you think that an unauthorised person has gained access to your password.

Our Communication Specialists are trained to follow this procedure every time you contact us. We may record or listen to calls to ensure the procedure is followed and to prevent your personal information being revealed without authorisation.

Calling Line Identification (CLI) - Keeping your phone number private

Landline

You'll already have chosen, through your line provider, how your phone number will be displayed when you make outgoing calls. If you've chosen us to provide your phone calls, we still have a responsibility to provide Calling Line Identification (CLI) services when routing your calls through our network as follows.

- If you've chosen to permanently prevent your phone number from being displayed when dialling out, we'll make sure that we still provide this service to you.
- If you choose to prevent your number from being displayed on certain calls, we'll endeavour to provide this same service to you.

- We cannot always guarantee that calls from your fixed line will display your calling line identification when calling mobile or overseas numbers.

If you have chosen to pay your line rental to us, we are currently unable to provide a permanent service to prevent your number from being displayed when dialling out. You can, however, dial 141 in front of the number you are calling to hide your CLI for that call.

Mobile

Using the Vodafone network, we support Calling Line Identification on most calls, where the caller's number allows this or if the number has not been withheld.

Malicious and nuisance calls

If you're receiving these types of call, please phone your line provider who will be able to work with you to take action against these calls. If you pay your line rental to TalkTalk call us on **0845 818 8000**

