

# *Consumer Code of Practice*

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## ***Consumer Code of Practice including complaint resolution***

### **Introduction:**

In this Code we attempt to provide answers to a range of questions which you may have about our services and to provide you with information on how and where you can obtain advice and help.

In addition to this Code we aim to comply with the principles outlined in various legislation, including recent European legislation. We make available full and accurate information in plain language about how services are run, what they cost, how they should perform and who is in charge. This code helps to explain what to do if things go wrong. It gives information on how to get a full explanation, together with a remedy. It sets out the complaints procedure and explains how to use it should the need arise. Nothing in this Code affects your statutory or common law rights, nor is anything contained in this Code intended to form part of a contract or collateral contract between Virgin Media and any of its subscribers.

Copies of this Code may be obtained from our web-site, or by contacting Customer Care, this includes alternative formats for people with sight impairment.

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## 2. Virgin Media:

Virgin Media is leading the broadband revolution. As one of the UK's top communication and media groups we provide TV, Entertainment, Internet and Telephone Services to both consumers and businesses across the country.

We currently operate in a number of areas across the UK. Please contact our sales office – see below – to find out if you are able to receive Virgin Media services in your area, or alternatively check on our web-site at [www.virginmedia.com](http://www.virginmedia.com)

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## 3. How to contact Virgin Media:

There are a number of ways that you can contact us, and we will be happy to answer your questions and explain our services to you.

<b>Residential customers</b>	
Customer Care	0845 454 1111*
<i>From a Virgin Media line</i>	150
Sales enquiries	0845 840 7777*

\* Calls cost 3 - 5p per minute. For full details please see our tariff guide available on our web-site or from Customer Care.

Our sales offices are open 6 days a week, from 8am to 8pm Monday to Friday and from 9am to 5pm on Saturday.

Alternatively, you can contact us via our web-site at [www.virginmedia.com](http://www.virginmedia.com) where you'll find the 'My Virgin Media', a section of the site where you can:

- Change your existing Telephone, TV and Internet services
- Add new products and services
- Find information on how to use and get the best from your services
- Find out what the red button on your remote control can do
- Register for e-Billing – a safe and secure way to pay your Virgin Media bills online
- Find out about moving home and moving your Virgin Media services

Main office: Virgin Media Limited, Bartley Wood Business Park, Bartley Way, Hook, RG27 9UP. Registered in England and Wales (company no. 2591237)

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## 4. Range of Services:

Virgin Media offers a wide range of services. Please contact us or check our web-site for the latest details.

### 4.1 The Internet

With internet you can be permanently connected, or you can use dial-up access and pay a fixed monthly fee or only pay for the time you use.

**Broadband** means you have the ease of 'always on' access to email, personal web space and chat facilities, plus multi-player gaming, exclusive movie features, music, videos and interviews. We'll help you make the most of your time online with our range of broadband services.

Virgin Media offers you one of the best broadband experiences. From the ability to access information in seconds to VHS quality video and audio streaming, the Virgin broadband site was built with you and your needs in mind. The site combines unique state-of-the-art technology with an exciting mix of entertainment, services and information tailored to meet the needs of broadband customers. Our site also offers sensible advice on how to manage your internet usage and how to protect your pc against potential harm and abuse.

### 4.2 Telephone Service

With our telephone services you can choose between a range of telephony packages.

**Telephone packages:** Our choice of packages allows you to make unlimited local and national calls at specified different times of the day for a fixed amount per month, so you don't have to worry about additional call charges for these calls. (*Calls to mobile, international and non-geographic numbers will be at standard charges*).

**Additional calling services:** Other phone services – such as Voicemail Plus, Call Waiting, Call Barring, Call Diversion, Number Display etc. - give you all the additional services you need to make your life easier. Virgin Media provides free basic voicemail to telephone customers.

*Please contact us for latest offerings, prices, and regional availability*

### 4.3 Digital Cable TV

Keeps you informed and entertained with broadband interactive services. Our digital TV packages combine great value services with exciting TV. They can also be packaged with our telephone and internet services.

We also have a range of new services including video-on-demand and personal video-recording (subject to availability in enabled areas).

Our sales teams can confirm the serviceability of your address to receive our digital TV services. We also offer analogue TV services – in certain areas.

Please remember that taking cable TV (CATV) services from Virgin Media does not remove the need for a customer to have a separate TV licence.

## 5. Our Obligations:

Like all UK telecommunications operators, Virgin Media has a number of obligations laid down in UK legislation. These cover a number of areas and are aimed at providing customers with both choice and consumer protection. Virgin Media takes these responsibilities very seriously, while aiming to deliver excellent service and a range of products and services to meet our customers' communications and entertainment needs.

The formal details of the general terms and conditions of our contractual relationship with customers can be found in your Customer Service Agreement and are also available on our web-site.

### 5.1 Getting Services Installed

We offer a range of services for either telephone or Internet access, a variety of cable TV services and packages, and broadband Internet in many of our franchise areas. Our sales teams can confirm the serviceability of your address for each of these services. We aim to deliver service to dates agreed with you. We need appropriate access to your property to install the relevant equipment.

If you live in a Virgin Media area, and wish to take our services moving from another telecommunications provider - while staying at the same address - you are generally able to keep your telephone number (*termed number portability*), although there may be a charge. If you subsequently move to another operator you should again be able to take your number with you, although there may be a charge (*dependent upon the new provider*). If you move please contact us in good time beforehand and we will arrange to move your Virgin Media services to suit your convenience.

Like many commercial organisations within the UK, we use credit-checking before offering service to new customers. This follows widely recognised procedures, good practice and relevant UK legislation. The fact that we use credit checking is made clear before it is carried out – usually during initial ordering discussion(s).

Information acquired during a check may be passed to third parties (e.g. credit vetting agencies) but will be managed strictly in accordance with the UK Data Protection Act. The checking may require some form of identification confirmation, although any customer documents provided as part of this will be returned promptly.

Our sales or Customer Care staff will be pleased to explain our services and terms and conditions to you before you sign-up for service.

### 5.2 Repair and Maintenance

Virgin Media carries out preventative and corrective maintenance over its networks and services. Our aim is to minimise inconvenience and correct faults through remote diagnostic tools used at our Fault Management Centre and/or with other technical support centres.

We have a number of customer education and self help options for our services, and we recommend all customers use these facilities before reporting a fault to the Fault Management Centre.

- Digital TV "Information and Help" screens within our interactive service. This provides information on packs and prices, contact numbers and troubleshooting tips.
- A broadband self care site is where customers can upgrade to additional services (e.g. faster speed, or advanced web space) and amend account details (e.g. e-mail aliases, NIC MAC registration).

- A help site where customers can access help and troubleshooting information (e.g. how to set-up their dial-up or broadband connections) as well as other related information (e.g. on firewalls and other non-supported products or services).
- Free access to service status information for broadband users, either through the service status site or by calling a freephone number for up-to-date information on any issues affecting service.
- We actively monitor services and advise of any faults through the product status line. This is provided as an option, before speaking to a Fault Management Centre agent to report a fault. It details service issues for all products that are being worked on.
- We do not repair TV sets, telephone handsets or computer equipment connected to our services. If an engineer visits a customer's home and the problem is identified as customer-owned equipment, Virgin Media, at its discretion, may charge for the expense incurred.

## Virgin Media People Identification

All staff that visit customers' premises carry official company identification which should be clearly displayed. Customers should request to be shown this identification if it is not immediately visible before allowing anyone into their premises.

## Ceasing Service

Customers are able to cease their service with us at any time in accordance with the terms and conditions of their contract by contacting Customer Care. A customer initially contracts with Virgin Media for a minimum period of time, usually 12 months, after which time we normally require 30 days notification of any cessation of service.

## 5.3 Billing and Payment

### **Billing:**

We invoice our customers monthly. For telephone and dial-up internet services we send itemised details showing usage in detail if the individual cost of call is over £0.50, unless you ask us not to. Fully itemised bills are available for no additional charge. For television services we advise you of standard rental charges and non standard charges, including pay-per-view and interactive service charges.

As part of the initial ordering procedure you may need to pay a deposit in advance. This is calculated as part of a standard process and is determined by the customer's credit status, past history with Virgin Media (if any), and the type(s) of service requested. If a deposit is required it will be returned, by credit to your account upon customer request, after a satisfactory six month payment history.

We are pleased to deal with any queries you may have. Just call Customer Care between 8am and 8pm Monday to Friday, and 9.00am to 5.00pm on Saturday.

We expect customers to pay their bills on the due date for payment shown on your bill. A late payment charge may be incurred if payment has not been made in time. The late payment charge will be added to the customer's next bill. As a customer you are responsible for any charges incurred on your account.

**Payment:**

All customer payments are payable to Virgin Media Payments Ltd. You may pay your bill by using any of the options listed below.

**By direct debit:** It's easy to set up, just call Customer Care. It saves the hassle of writing out a cheque every month. The date when we collect the amount due will be clearly shown on the front of your bill.

If you chose not to pay by direct debit, Virgin Media Payments Ltd will charge you a separate payment handling fee for processing your payment, please see our tariff guide for details.

**By debit or credit card:** You can pay your bill by Switch, Solo, Delta, Master Card or Visa. Simply call Customer Care and quote your reference number on the back of your bill. Virgin Media may also contact you by telephone, using an automated voice recognition process, requiring you to quote your password and giving you the opportunity to pay your bill by debit/credit card.

**By cash:** Simply take your bill to any PayPoint outlet or to a bank.

**By cheque:** Just complete the payment slip and either take it to a bank or send your payment in the post.

**E-billing:** E-billing is a simple and secure way to pay your bill on-line. To find out if the service is available in your area visit our web-site at [www.virginmedia.com](http://www.virginmedia.com).

## 5.4 Prices

Virgin Media publishes its prices on our web-sites and in paper form available from Customer Care. We may change these from time to time either permanently or for limited periods (offers and promotions), and will provide public notification in advance of such changes to our customers. Our intention is to be competitive with other leading communications providers and to offer our customers excellent value for money.

## Credit Policy

We expect our customers to:

- Pay their bills promptly.
- Inform us of any significant change in their circumstances – for example if you are going to be away for an extended period which may affect bill payment.
- Be straightforward with us when providing personal information.

If a customer experiences problems in paying their bill, Virgin Media has a consistent policy designed to:

- Help the customer manage their costs.
- Protect both Virgin Media and customers in general.
- Help minimise debt and disconnection.
- Promote good customer service.

We offer a wide range of methods for customers to pay their bill (see above – *Billing and Payment*), and have a number of ways of helping customers minimise the risk of large debts for their communication services.

Where appropriate, if a customer needs support, a third party “nominee” can be appointed to help the customer with their bill payment, e.g. by ensuring the customer remembers to pay it by the due date, or dealing on the customer’s behalf if the customer is away for an extended period. The nominee will not have any legal responsibility to pay the bill – although they may

do this if they and the customer wish - but simply to help the customer to manage their account. The respective responsibilities will be made clear to both parties.

Customers are required to pay their bills on the due date for payment shown on their bill. Where this doesn't happen then Virgin Media may chase payment by calling the customer and/or sending reminders.

If there is no response to the initial contact made and/or full payment of the arrears is not made, then the customer's services may be restricted. The customer will be reminded that continued non-payment will lead to full disconnection of the service. We will follow this by debt recovery procedures which would include disclosure of relevant customer information to the appropriate credit vetting agencies leading to a possible bad credit history.

In addition to monthly bills being sent, some customers may be informed that they have had a credit limit applied to their account. If a credit limit is exceeded then Virgin Media may restrict service without notice. If a telephone line is restricted for non payment, any attempted calls may be diverted to a message routing the call to Virgin Media.

Any debt recovery procedures will be carried out professionally and in accordance with relevant UK legislation and best industry practice:

- If a customer is in genuine dispute with Virgin Media and makes this known to us, then the disconnection process may not be invoked pending the outcome of the dispute resolution.
- We are aware that some customers can get into financial difficulties unintentionally and this is taken into account when dealing with instances of non-payment. We will advise the customer of our processes to minimise debt and help them manage their bills. Customers may of course wish to take advantage of help from external debt counselling agencies.

Virgin Media reserves the right to disconnect any customer without notice if the company has reasonable grounds for suspecting that there is an unacceptable credit risk, for example through suspected illegal behaviour (e.g. fraud) or a breach of the contract with Virgin Media. We will carry out a review of any such decision if the customer requests it.

Any customer must settle any outstanding debts they have with Virgin Media, and may be subject to credit checking and payment of any appropriate published reconnection charges, before new service can be re-provided. In the unlikely event that Virgin Media were to disconnect a customer incorrectly the customer would be reconnected free of charge.

The existence of this code will be brought to the attention of customers experiencing payment difficulties.

## 5.5 Resolution of Complaints: What to do if you are not satisfied with our service

If you are unhappy with our service please contact us and let us know. It is through your feedback that we are able to review and improve the overall service we provide.

If you have a complaint our formal internal complaints procedure is outlined below. We are fully committed to addressing all complaints, fully and fairly, and in a reasonable time frame. We do try and resolve complaints by telephone. Should you wish to receive a response in writing then please ask.

### What to do if you are dissatisfied:

If you are unhappy we need to know about it as quickly as possible. To avoid delay please contact us by:

**Contacting Customer Care** call 0845 454 1111 or 150 from a Virgin Media line and our Customer Care representatives will be able to assist you.

**Writing** to Customer Concern. The address is shown below and on your bill. Your letter will be acknowledged within 48 hours of receipt.

**Email** using the on-line form found on our web-site. Messages received are responded to by a dedicated team. To avoid any delay, please do not send correspondence to individual representatives' email addresses. Your email will be acknowledged and dealt with promptly.

### Compensation – Refund Policy

Virgin Media is keen to ensure our customers receive a fair deal. We provide compensation on an individual customer case basis, where customers have been disadvantaged by Virgin Media actions, providing that customers have been using the services in accordance with our published terms and conditions.

### If you remain dissatisfied

If a complaint is not resolved to your satisfaction you can ask to escalate the issue to a manager. As it may be necessary for the manager to call you back, please provide daytime and evening contact numbers.

Or you can write to:

Complaints  
Virgin Media  
PO Box 333  
Matrix Court  
Swansea  
SA7 9ZJ

### Independent Adjudication

If we have not reached an agreed settlement within eight weeks of receiving your complaint or we agree before the eight weeks is up in writing, that the dispute should be settled by independent adjudication, you have the option of referring your complaint for independent consideration to CISAS (the Communications and Internet Services Adjudication Scheme) of which Virgin Media is a member. CISAS will take evidence from both you and Virgin Media, and will make an independent decision based purely on the merits of the case.

Please note that the CISAS scheme only applies to telecoms services (telephony and internet access) and not to TV services. Contact details for CISAS are as follows:

CISAS  
24 Angel Gate  
City Road  
London  
EC1V 2PT

Tel: 0845 1308 170  
E-mail [info@cisas.org.uk](mailto:info@cisas.org.uk)  
Web [www.cisas.org.uk](http://www.cisas.org.uk)

Further help and advice can be obtained from your local Citizens Advice Bureau but please note this is not part of the formal complaint process.

## 5.6 Directory Entries, Operator and Emergency Services

Virgin Media does not provide a printed directory itself, but does offer all its customers the option of being included in a paper “white pages” directory (through BT). Inclusion in the paper directory will also mean that your details will be included in publicly available directory services provided by other companies, such as voice directory enquiry services, Internet enquiry services and CD Rom directories. If you do not wish your details to be made available in this way, Virgin Media provides a number of alternative options to protect and control the use of your directory data.

- **Directory Query Restricted (DQR)**  
This prevents your directory data appearing in paper directories. Your number will only be available from voice directory enquiry services.
- **Ex-Directory**  
This is similar to DQR but your number will not be available from any directory service. However, your name and address will be provided so that your ex-directory status can be confirmed.
- **Partial address**  
This allows you to restrict the amount of address information that is passed to directory service providers. However, to enable a reasonable search to be conducted, this must include sufficient detail of your name, street, and town or city.
- **No Query Restricted (NQR)**  
This prevents your directory data from being passed to any other company. Consequently, your details will not be available from any directory information product or service and this may therefore cause problems for people trying to contact you.

Access to both National and International Directory Enquiry (DQ) services is available at standard published charges. To access Virgin Media DQ services dial 118180 for UK directory enquiries or 118190 for international directory enquiries. Access to some other DQ services is also available – see our web-site for latest details.

Access to the National and International operator is available by dialling 100 and 155 respectively. Please note that for some services there will be a charge.

The emergency services (fire, police, ambulance) can be contacted by dialling 999 (or 112) free of charge.

**Note:** Please see tariff guide for latest prices.

### Preventing marketing calls

Whilst your directory classification may help to reduce contact from companies marketing their products and services, it will not necessarily prevent such calls. This is because your number may be available from other sources, for example other companies to which you may have given your details. To prevent unsolicited marketing calls you must register your number with the Telephone Preference Service (TPS). The Privacy and Electronic Communications Regulations 2003 make it unlawful to telephone anyone who has registered with the TPS for the purposes of unsolicited marketing activity. To register, please contact:

Telephone Preference Service (TPS)  
DMA House  
70 Margaret Street  
London.  
W1W 8SS

Email: [tps@dma.org.uk](mailto:tps@dma.org.uk)  
Web: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)  
Tel: 0845 070 0707

The Privacy and Electronic Communications Regulations 2003 also make it unlawful, for the purposes of unsolicited marketing activity, to send faxes to an individual without their prior

permission or to send faxes to anyone who has registered with the Facsimile Preference Service (FPS). If you receive such faxes and wish to stop them you could consider registering your telephone number with the FPS. To register, please contact:

Facsimile Preference Service (FPS)  
DMA House  
70 Margaret Street  
London.  
W1W 8SS

Email: [fps@dma.org.uk](mailto:fps@dma.org.uk)  
Web: [www.fpsonline.org.uk](http://www.fpsonline.org.uk)  
Tel: 0845 070 0702

## 5.7 Special Needs

At Virgin Media we take our responsibility towards disabled customers very seriously. We are aware of the requirements of the current regulations (Telecommunications Services for Disabled Persons Regulations and the Disability Discrimination Act 1995) and have been working hard to accommodate their requirements.

We offer a number of different services for our customers with special needs. These services are designed to not only meet the demands of the current regulations, but to also enable us to offer the best possible service to these customers.

### Virgin Media literature:

If you would like to request any of our literature, including this code, in large print, Braille or audio format, please contact Customer Care with your full name, address and telephone number so that we can send it to you or contact you in the unlikely event of a problem.

### Priority fault repair:

In the event of a fault, where a special needs customer has a bona fide need of urgent repair, priority is given to restoring such a customer's service.

Please note that priority fault repair is only available for telephone faults and not for cable/digital TV faults.

In order to take advantage of our priority fault repair service, customers with special needs must pre-register their requirements with us. In order to register please call Customer Care.

### Bill payment and protected service:

Disabled customers who are dependent upon the phone may nominate somebody who can help them deal with phone bills and their account in general. Specifically, this nominee can:

- Be the person to whom the customer's bill is sent.
- Be the person to whom any enquiry will be made by Virgin Media in the event of a bill not being paid.
- Pay the bill on behalf of the customer - but will not be held legally liable for the bill.

In order to take advantage of any or all of the elements of our Protected Service Scheme, customers with special needs must register their requirements with us by calling Customer Care.

### Contracts:

Customers who have problems reading the terms and conditions of their contract should ask for a salesperson to explain it to them or for an audio tape copy.

### Text relay service:

We currently provide our hearing and speech-impaired customers with access to a text relay service via BT and RNID's Text Relay. This enables such customers to communicate with each other and with hearing/speaking customers.

To use the service users must first register with Text Relay. To register, customers should call either of the following numbers free:

- 0800 500 888 (textphone)
- 0800 7 311 888 (telephone)

Once registered, in order to use the services, a textphone user dials 18001 followed by the full telephone number they require. If the call is answered by a hearing person, a Text Relay operator is brought into the call. However, if the call is answered by another textphone user, the connection is direct with no need to involve an operator.

Hearing users calling a textphone dial 18002 followed by the full telephone number they require. Once connected, the textphone user types a message from their keyboard and the operator reads it word for word to the hearing person. The hearing person then verbally responds and the Text Relay operator types exactly what is said so that the deaf person can read the conversation on their textphone display panel.

Such calls will appear discounted on Virgin Media bills. Please note customers may be required to register to receive discounts.

Textphone users needing to call the emergency services (police, fire, ambulance or coast guard) should just dial 18000.

Further information about Text Relay can be obtained at [www.textrelay.org](http://www.textrelay.org)

### Free directory enquiries (195):

The free directory enquiries service is available to any customer who cannot use a phone book.

The free 195 directory enquiries service requires the customer to pre-register by calling 195. You will be sent a form to complete and have authorised by a qualified care worker.

*Please note:* Should you wish to take advantage of Virgin Media's competitive call charges you should dial the number directly from your phone. If you ask the operator to connect you to the number that you have requested, you will be charged at operator-connected call rates.

## 5.8 Confidentiality of Customer Information

We will treat any information we have about you in confidence and will not disclose it to anyone except yourself, or in accordance with any instructions you have given us. However, there are circumstances in which we may be required by law to disclose information. Such requests normally come from Statutory Authorities, for example, Police Forces, Customs and Excise etc. Any such disclosure will be strictly controlled and will be made fully in accordance with current UK legislation, in particular the Data Protection Act 1998.

We are also obliged to pass directory information about our customers to other companies to enable them to provide a publicly available directory service. These companies can only use this information strictly for this purpose, and in accordance with customers' specified wishes.

## 5.9 Communication with customers

We believe in effective communications with our customers. Customers can contact us by phone on the numbers specified above (How to Contact Virgin Media), or at any time by e-mail.

We will also “promote” our services, including special offers, through a variety of media, but only where you have agreed to such contact. In doing this we will abide by the industry-accepted standards, in particular by:

- Following the UK Direct Marketing Association guidelines on when to ring customers (only between 8.00 am and 9.00pm – unless specifically requested to call outside these hours).
- Stopping specified “promotional” contact with individual customers if requested to do so by the customer and according to their wishes – in accordance with the Data Protection Act, Telephone Preference Service (TPS), Mailing Preference Scheme (MPS), and the Facsimile Preference Scheme (FPS).
- Following the rules of relevant regulatory bodies such as Ofcom, PhonepayPlus (PPP) and the Advertising Standards Authority (ASA).
- Abiding by the Distance and Doorstep Selling and other relevant UK and EU Regulations.

The existence of this code will be brought to customers’ attention in appropriate ways.

*This Code has been approved by Ofcom for the purposes of Section 52 of the Communications Act 2003.*

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## **Additional information**

### **6. Number Translation Services (NTS & PRS):**

#### **Number Translation Services (NTS):**

Number translation services are types of non-geographic numbers where the number dialled does not relate to a specific geographic location for example numbers such as 0870, 0845 and 070 personal numbers. This allows subscribers using these numbers to change physical location without having to change their telephone number.

Tariffs for accessing NTS numbers are shown in our tariff guides – available on our web-site or from Customer Care.

#### **Premium Rate Services (PRS):**

Premium rate services offer information and entertainment via phone, fax, PC (e-mail, Internet, bulletin board), mobile (SMS/WAP) or interactive satellite TV. They offer a wide variety of services including information, entertainment, competitions, TV voting, and TV games. UK-based premium rate services generally start '09' but also include 0871/2/3 and directory enquiry service numbers beginning 118. Charges will usually be shown on Virgin Media phone bills as 'Premium', 'Premium Rate', 'Super Prem' or 'Super Premium Rate'.

The services are provided by a Service Provider (SP) who provides the actual service, via a Terminating Communications Provider (TCP) who manages the incoming telephone calls into the SP. These two organizations share the bulk of the money generated by customers calling the PRS numbers. The money is collected by the Originating Communications provider (OCP) via the customer’s telephone bill. Usually the OCP (e.g. Virgin Media) has no commercial relationship with either the TCP or the SP, although occasionally the OCP and TCP could be

the same company (e.g. BT). The OCP receives only a fraction of the money the customer pays for accessing the PRS service.

Tariffs for accessing PRS numbers are shown in our tariff guides – available on our web-site or from Customer Care.

### PRS complaints

Complaints about the **content** of premium rate numbers should be directed to PhonepayPlus (see below). Complaints about **charges** to PRS numbers on your telephone bill should be addressed to Virgin Media – see section above on Resolution of Complaints.

CISAS will become involved if appropriate. Because of the potential for consumer harm with PRS, Virgin Media take a sympathetic view of PRS complaints, and where it is clear that a customer is the unknowing victim of illegal activity by an SP, sensible arrangements will be made with the customer, including refunds where appropriate.

### Controlling PRS charges

Virgin Media offer a call-barring facility if you wish to prevent access to PRS numbers. Please contact Customer Care for more information.

Information about PRS diallers, and steps you can take to protect your computer, is available on our web-site.

### PhonepayPlus

PhonepayPlus is the UK industry-funded regulatory body for all premium rate charged telecommunications services, regulating services in their entirety - content, promotion and overall operation - through a Code of Practice, available on their web-site. Their prime role is to prevent consumer harm.

Among other things, they require SP's to provide consumers with clear and accurate pricing information, honest advertising and service content, appropriate and targeted promotions. PhonepayPlus will investigate complaints and they have the power to fine companies and bar access to services if the Code is breached.

If you have a complaint about the **content** of premium rate calls, please contact PhonepayPlus free on 0800 500212, or write to them at FREEPOST WC5468, London SE1 2BR, or via their web-site ([www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)).

The PhonepayPlus web-site also provides details on TCPs and SPs including contact numbers where known. If Virgin Media has relevant information concerning SPs customers are complaining about we will share this with customers where appropriate.

### Ofcom guidelines

Ofcom have published guidelines on how OCPs should provide clarity on NTS charges (in both relevant advertising and customer documentation/information). Virgin Media's intent is to follow these guidelines.

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## 7. Social responsibility:

Virgin Media has a well-defined two way internal communications approach that includes regular group-wide email and printed announcements on Company performance, special events and business achievements. In addition, formal employee forums have been established across the organisation to promote further employee involvement.

We are committed to equal opportunities and to enhancing the diversity of our workforce, based on performance and capability. Through our policies, we aim to ensure that we do not discriminate between employees or potential employees on the basis of sex, sexual orientation, disability, race, religion, age, marital status, physical appearance or ethnic origin. If individuals become disabled during employment and they are unable to continue to perform their jobs, consideration is given to retraining for alternative jobs.

We invest in the development and training of all our people, encouraging them to focus their learning around business needs and to pursue appropriate development opportunities.

### 7.1 Environmental Policy

Virgin Media takes its responsibility to the environment seriously and recognises the importance of developing and maintaining good environmental standards. The company is committed to an ongoing process of improvement in its environmental performance, seeking not only to comply with legal or mandatory requirements but also proactively to develop initiatives designed to reduce the impact of its business on the environment. For further information, please visit our web-site at [www.virginmedia.com](http://www.virginmedia.com)

### 7.2 Nuisance and Malicious Calls

At Virgin Media, we understand how distressing malicious and nuisance calls can be so we make it a priority to offer help and guidance in such matters via our Nuisance Call Bureau. Our fully trained nuisance call handlers can offer advice on coping with unwanted calls, and guide you through some simple procedures which may help prevent further calls of this nature. We provide a guide, which we recommend you read, that is available from our customer care. A summary is provided below.

#### Identifying unwanted calls:

In most instances, you will be in no doubt that you have received a malicious or nuisance call. However, it is important to distinguish between the two types of problem phone calls. One can be a serious criminal offence whilst the other, however annoying, is not.

**Nuisance Calls** can range from an excessive amount of wrong numbers to persistent unsolicited calls.

**Malicious Calls** may be a criminal offence under section 43 of the Telecommunications Act 1984. A malicious call can be identified by its content. If you receive a call containing obscene suggestions, personal threats or abusive language, you have been subject to a malicious call.

#### Being cautious and aware:

There are a number of things you can do to protect yourself from unwanted calls.

If you have received a malicious call and want to make sure it doesn't happen again, or simply want to make yourself less vulnerable to being targeted, there are some further steps you should take. Be cautious and bear these simple rules in mind whenever you receive a call you're not comfortable with:

- DO NOT enter into any conversation with a suspicious caller and, in particular, avoid emotional outbursts that may encourage the caller to make further malicious calls.
- DO NOT hang up straight away. Instead, place the receiver beside the phone and ignore it for a few minutes, before replacing it gently.
- DO NOT say anything when you answer a call - a genuine caller will speak first.
- DO NOT attempt to coax the caller into speaking if you receive a silent call. Instead, calmly replace the receiver.
- DO NOT give out any information about yourself or your family unless you are convinced that you know and trust the caller.

### Recording answer phone messages:

Take care when recording outgoing answerphone messages, as malicious callers can obtain information about you from them. It's important to take care when recording a new message.

Follow these simple points and keep your message as vague as possible, as a genuine caller will know who you are:

- Do not include your name and number - this could provide a malicious caller with information they can use to call you back.
- NEVER refer to the fact that you live alone if you are female, as malicious callers can target single women. Say "We can't come to the phone at the moment" rather than "I cannot come to the phone" or - better still - get a male friend to record your message for you.
- NEVER refer to periods when you'll be away on business or on holiday, especially if you live alone. Anyone getting through who isn't a genuine caller could use this information to their benefit.

### Persistent nuisance calls:

Even if you follow all recommended precautions there may be times when a caller becomes persistent and tries to contact you over and over again. If this happens, stay calm and answer the phone as usual, but do not speak until the caller identifies him/herself. If the caller does not speak first, try one of these three options:

- Place the receiver gently beside the phone and leave it for a minute or two.
- Hang up - although a persistent caller may try again.
- Unplug your phone and extensions from the wall sockets for a short time.

However, if you are regularly being bothered by unwanted phone calls, you should contact our Nuisance Call Bureau. Calls are free and will be dealt with in the strictest of confidence

### Anonymous caller rejection:

This facility allows you to reject any calls which do not display the calling number. Once activated on your telephone line by Virgin Media, this feature can be switched on and off at any time by following simple instructions.

*Note: This feature may be subject to change and a monthly subscription charge*

**Help with nuisance Calls:** If you feel it is necessary to take further action please call our Nuisance Call Bureau, on our freephone number 0800 953 3333 (option 1), and they will be able to provide you with specialised help and support in resolving your unwanted or malicious calling problems speedily. This may include law enforcement and victim support in appropriate circumstances.

We have specially trained staff on hand to advise you. Every case is different, and we can assist you with whatever route you decide to take.

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All information and pricing are correct at the time of going to print.