



## **CUSTOMER CODE OF PRACTICE**

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## 1. Who we are

KC has provided phone service since 1904 in the Hull and East Yorkshire area and has offices in Carr Lane, Hull, where we provide a Self-Service Customer Centre with access to assistance available if you require it. Our office opening hours are at the end of this Code.

## 2. What this Code is about

We hope you will find this Code of Practice helpful when you need general information about your telecommunications services or if you are having problems.

In this Code we tell you what standards of service you can expect in relation to our network services, which we call “KC services”. We also explain our commitments and tell you how to complain if things go wrong.

## 3. Our Contact details

The following numbers may be useful as a first point of contact.

### General enquiries

Calls from Hull or the surrounding area 150 or 602100

From elsewhere 01482 602100

### Customer Service for residential customers

01482 602555

### Customer Service for business customers

[0800 915 5777](tel:08009155777)

### Faults

Calls from Hull or the surrounding area 151

From elsewhere 01482 602151

### Operator assistance

Hull or the surrounding area 194

National 100

International 155

### Directory enquiries (chargeable)

Local 197

National 118 288

Registration for blind and disabled people 194



#### **Our Address**

KC  
37 Carr Lane  
Hull  
HU1 3RE  
Tel 01482 602100  
Fax 01482 223366

#### **Our Website**

[www.kc.co.uk](http://www.kc.co.uk)

### **4. Our services**

KC provides a range of services including different Talk plans, telephone equipment, network based features, voice and data services. This includes internet, mobile and hosting services. We have a dedicated network in East Yorkshire and parts of Lincolnshire, and indirect connections elsewhere.

We would be pleased to discuss your requirements with you - our contact details for each service are listed below:

#### **Telephony services**

Our dedicated telephone network covers a large area in East Yorkshire. If you would like to know what services we have in your area please call the number below.

KC supplies a range of services from call barring, discount and budget schemes to outbound telephony and premium rate services. We can also discuss your directory entry and questions you may have about your bill.

For residential customers      01482 602555

For business customers      [0800 915 5777](tel:08009155777)

#### **Internet services**

KC is an Internet Service Provider. Karoo is the brand under which we provide Internet Services for residential and small business customers in East Yorkshire. We have a range of competitive tariffs for Broadband services. If you live outside our network area we may still be able to give you access. Call us on the numbers below to find out more.

For residential customers      01482 602444

For business customers      [0800 915 5777](tel:08009155777)

#### **Mobiles**

KC provides mobile phone services to business markets. Each service has its own distinct range of packages designed to suit all needs. Call us on 0800 915 0318 for more details.



## **Talkmore**

If you live outside our network area we may still be able to give you access to our call tariffs on another network operator's lines. For further information please call 01482 602555

## **Directory enquiries**

We provide a comprehensive Directory Enquiry service for numbers on our local network and for national numbers. If you need a Hull network number, please call 197; if you need a national number, please dial 118288. Other operators also offer National Directory Enquiries.

We normally charge for calls to the Directory Enquiry services, but calls are free for anyone who is disabled and cannot use a phone directory. If you are disabled, you need to register with us to qualify. Please phone 194 for information. 197 Directory Enquiry calls are also free during the inclusive national call times included in our Talk Plans for residential customers.

## **5. Customer Service**

We are proud of the level of customer service we offer our customers. Below is a list of our targets, commitments and guarantees for the services that we offer.

### **Sales Practices**

KC Sales personnel will behave in a courteous and professional manner at all times. You will not be harassed or pestered and the services we offer will always be appropriate and relevant to your needs. Whether we contact you in person or by telephone you can expect us to deal with your enquiry quickly and efficiently. If you are dissatisfied you can choose to contact the person you spoke with directly, or alternatively speak with their line manager. We comply fully with all Ofcom rules concerning mis-selling. Further information can be found on our website <http://www.kc.co.uk/about-us/legal#tab=regulatory>

### **Provision – ordering service**

When you apply for KC services, we want to provide them to you as soon as possible. We will ask you to enter into agreement with us. The agreement will be governed by our standard terms and conditions for the particular service, which tell you what you must and must not do. A copy of the terms will be provided to you during the provisioning process. Copies of our standard terms and conditions for services we supply within the area in which we are designated as having significant market power are available on our website at <http://www.kc.co.uk/about-us/legal#tab=regulatory>. Copies of standard terms and condition for any other services are available on request.

We may publish or agree to standard target times by which you should be connected to our network. We will do our best to connect you by these times. We will work out these times from the date we receive:

- your order;
- any deposit or advance payment we have asked you for; and
- any information we have asked you for.

We can provide certain KC services to a group of people sharing a house or flat, which many students at local universities and colleges do. If you want this, you should give us the names of all the people who will have access to the phone line.



Before we can connect you we have to make sure we have enough lines available. We also carry out a credit check. Please remember that we normally allow you to pay call charges some time after you made the calls. Large amounts of credit can be involved. We think it is reasonable to protect those customers who usually pay their bills promptly by checking that our new customers are also likely to pay on time.

To order a KC residential service call Customer Services on 01482 602555. For business customers call [0800 915 5777](tel:08009155777).

### **Moving to a new address?**

When you are about to move to another address, you should tell us. This will enable us to do any work in time for your move. We will provide a quote to you for any work that is required at the new address, if you call Customer Services on 01482 602555 or 0800 915 5226 if you are a business customer.

### **Cancelling service**

If you want to end the service, please tell us as quickly as possible so that we can arrange to send you a final bill. If you do not tell us to end the service, we will continue to send you bills and you will remain responsible for the charges.

To cancel your contract with us call KC on 01482 602555 or [0800 915 5777](tel:08009155777) if you are a business customer. For our contracts that have a minimum term you may have to pay for the unexpired period of your contract if you cancel within that term. Our telephone and internet services are offered on various contracts terms so that you can select the best option for you. As an exception to this, some of our dial-up internet services do not have minimum contract periods and can be terminated by you at any time on one months notice.

You can see full details of your minimum term in our standard terms and conditions for the particular service.

### **Repairs**

To report a fault with your service you should call 151 or 01482 602151. Our fault reporting centre is always open.

We are not responsible for faults on your equipment unless you have rented it from us or you have a separate supply or maintenance agreement with us for it. If we come out to repair a fault and there isn't one, or the fault is in your equipment, you may have to pay the standard call-out charge as detailed in our price list. If we come out to repair a fault and you are not in or you have not made any arrangements to provide us with access to your premises, you may have to pay an aborted visit charge as detailed in our price list.

Our target is to clear the fault by the beginning of the second full working day. Some customers may be entitled to priority repairs and we do have some tariffs for business customers that give a faster response target. If you are a business customer and would like to know more about enhanced maintenance services please call [0800 915 5777](tel:08009155777).

Repairs to public coinboxes can also be reported on 151. We do our best to repair damage caused to our public payphones by thieves and vandals and try to make sure that at least 95% of our payphones are working at all times. We are proud of our record but fighting crime needs your help. Please let us know about payphones that are out of order. We will try to get them working again as quickly as possible. We can give rewards of up to £100 to anyone reporting theft or vandalism that leads to a successful prosecution.



## **Pricing**

We will always provide a quote to you for the cost of any work you ask us to do, before we start the work and will invoice you after the work has been completed.

Call charges vary depending on the destination of the call and the network over which the call is carried. Our call recording and billing systems have to meet standards of accuracy which are set by independent organisations.

The obligations placed on us, require us to publish a price list for the KC services that we provide in Hull and the surrounding areas and in respect of which we have been designated as having significant market power. It is available on the regulatory pages of our website: <http://www.kc.co.uk/about-us/legal#tab=regulatory> or alternatively call Customer Services on 01482 602555 for residential customers or 0800 915 5226 for business customers.

Nationally advertised services from other operators do not apply to our call charges. National advertising saying how much premium-rate calls cost per minute or that "Lo Call" or "Local Call Rate" may be charged can also be confusing. For instance our "local call rate" may be our untimed one, but the adverts usually mean the timed BT rate.

Our call charges may change from time to time. Full details of all our current charges are always available from Customer Services and on our website.

In respect of the KC services that we provide in Hull and the surrounding areas and in respect of which we have been designated as having significant market power, we will announce significant changes to our charges through one or more of the following means:

- we will publish details as soon as possible on our website;
- we may include details of such changes on your bill;
- we may send notice to you by email, if you have registered an email address with us;
- we may send notice to you by post.

We will do this at least two weeks before the changes take place.

Where we publish retail charges for calls to destinations outside the area, these will include the amounts we have to pay other operators for delivering your calls.

If you are a residential customer and we agree to let you have free calls as part of a talk plan, you must not ask for or take any payment for letting someone else make KC local calls on your line.

## **6. Paying bills**

We operate a quarterly billing system for call charges. This means you will normally be billed once every three months. Each bill shows the phone number you should call if you have an enquiry about your bill. All our replies have the name and phone number of the person dealing with the enquiry, and say how you can contact them. As well as call charges, you will be billed for the rental of your lines and any equipment you hire from us (such as phones). All rental charges are payable in advance.

### **Itemisation**

We normally provide all our customers a fully itemised list of national and international calls, no matter how little each call costs. However, we do not itemise local calls which are provided in your talk plan. This means you will see on your bill the cost of each call and how



long it lasted. If you prefer not to have your calls itemised, please let us know. Unless you tell us not to, your bills will be itemised.

### **Monthly billing**

We want to make sure that bills don't get so large that people may not be able to pay them. We may tell you that your bill for calls has got so high we are worried you may not be able to pay it. If that happens, we may decide to send you monthly bills or may suspend your service.

### **Payment Options**

We have a range of payment options to make it easier for you to pay your phone bill. You may pay:

- by cash, cheque and direct debit from your bank account; or
- by post or by visiting a bank or post office.

Residential customers who choose to pay by direct debit receive a monthly discount for doing so. Details can be found in the pricing area of our website [www.kc.co.uk](http://www.kc.co.uk).

We belong to the PayPoint scheme that allows payment where the PayPoint symbol is displayed.

We also have a budget scheme that helps you by spreading the cost of your bill over 12 monthly payments that we will agree with you in advance. This service is available by direct debit only. If you have difficulty paying your bill in full, please contact us early as we may be able to make arrangements for you to pay the bill in instalments.

### **Disconnection**

If you cannot pay your bill please contact our Collections Team using the telephone number shown on your bill. Most of our customers pay on time. It is only fair to them to keep our costs down by insisting that bills are paid promptly. Nevertheless, in cases of genuine financial difficulty, we may be able to help perhaps by extending the time for payment or agreeing payments by instalments.

We will only disconnect you as a last resort but if we have to cut you off then you will have to pay a reconnection fee. We will not cut you off for non-payment while there is a genuine dispute about an unpaid bill for rental or call charges, but only so long as you have paid for all charges that are not disputed. In these circumstances we will not disconnect you from the emergency services on 999 or 112.

For further details please ask for a leaflet on our disconnection policy.

### **Standards of service and compensation**

Sometimes things can go wrong and, if it's our fault, we will pay compensation. Full details are available by calling Customer Services.

Different maximum amounts of compensation are payable depending on whether you are a business or residential customer and the service on which the fault has occurred. Compensation is payable if:

- we do not install your phone service by the published target times or the date we have agreed with you;
- we fail to keep an arranged appointment for maintenance or repair work; or



- the phone service is cut off because of faults on our network and we do not restore service within our published target times.

Claims for other forms of compensation are covered by the terms and conditions of our contract with you.

## Complaints

Our complaint procedure which is available on our website tells you how to complain. It describes how we handle complaints, what happens if you are unhappy and escalate a complaint and provides details of your right to go to Alternative Dispute Resolution if you are dissatisfied with the outcome of your complaint. We are a member of the Telecommunications Ombudsman scheme for communications (Ombudsman Services: Communications, "OSC"). A complaint may be taken to OSC if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks.

We will try to deal with your complaint promptly and sympathetically. We aim to resolve all complaints within 28 days.

If you have a complaint, the first point of contact is:

### Residential

Postal address: KC, 37 Carr Lane, Hull, HU1 3RE  
Email address: [info@kcom.com](mailto:info@kcom.com) or [customerservices@karoo.co.uk](mailto:customerservices@karoo.co.uk) (internet only)  
Phone number: 01482 602555 or 01482 602444 (internet only)  
Text phone number: 01482 320101  
Fax number: 01482 223366

### Business

Postal address: KC, 37 Carr Lane, Hull, HU1 3RE  
Email address: [businesscare@kcom.com](mailto:businesscare@kcom.com)  
Phone number: 0800 915 5777  
Fax number: 01482 588573

### You can contact OSC as follows:

OSC website: [www.os-communications.org](http://www.os-communications.org)  
Postal address: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU  
Email address: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)  
Phone number: 0330 440 1614 or 01925 430049



Text phone number: 0330 440 1600 or 01925 430886

Fax number: 0330 440 1615 or 01925 430059

## **7. Premium rate and number translation services**

### **Premium services and call-barring options**

Calls to all premium-rate services (numbers beginning 09) called through a UK dialling code are subject to the PhonepayPlus Code of Practice. The PhonepayPlus code also covers services that provide recorded information and those involving live conversations. It also covers directory enquiry calls and reverse billed SMS (where you are charged for the receipt of messages). Those providing the services must comply with specified standards of advertising, behaviour, decency etc this is set out in the PhonepayPlus Code of Practice. You can view this on the PhonepayPlus website at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk).

Similar services are available by dialling international numbers but these numbers are not regulated by PhonepayPlus. They can be very expensive and may contain sexually explicit content. If you are not sure whether a number is a premium-rate number, a UK number, or an international one, please call Customer Services on 01482 602555 or for business customers 0800 915 5226, and ask for help.

### **Finding information about our premium-rate service (PRS) Tariffs**

You will find up-to date information about the tariffs for calling PRS numbers from our network on our website [www.kc.co.uk](http://www.kc.co.uk).

### **How to bar access to PRS numbers**

We provide the option for you to bar access to premium-rate calls. You can prevent calls to **all** UK premium rate numbers. The barring may be a total block or you can choose one that allows you to block and unblock by dialling a Personal Identification Number we give you. You can also choose to block national or international calls. For more details on how to restrict calls from your phone, or how to change an existing restriction, please call Customer Services on 01482 602555 or for business customers 0800 915 5226. Services advertised with a 00 prefix (international calls) will still be available unless you have barred them; these may include uncontrolled adult services overseas.

### **Internet Diallers**

Some services you may want to use are designed so you have to download dialler software on to your PC. This removes the need to subscribe to a service or pay through a credit card. Charges for the service will appear on your phone bill against a premium rate number.

Services that do this include adult entertainment, ring tones, games and interactive information services like horoscopes and on-line gambling. We do not provide these services.

Diallers can be downloaded when you are browsing websites, they should always ask you to give your permission before they download.

If you believe that a dialler has been downloaded on to your pc without your permission please talk with us on 01482 602555 or 0800 915 5226 for business customers.

The best way of preventing unauthorised diallers is to install the latest software to protect your computer, and always to get the latest security upgrades and patches from your supplier. You should speak to your PC supplier for further guidance.



### **Disputes about PRS numbers on your Bill**

If there are PRS numbers that you do not recognise on your bill, please phone Customer Services who will attempt to resolve your query. However, if we cannot resolve your query then it will be referred to the Adjudication Scheme, mentioned elsewhere in this Code of Practice.

### **Number translation services**

We publish our charges for calls to number translation services (numbers starting with 0500 or 08) on our website [www.kc.co.uk](http://www.kc.co.uk) and in our price list with the same prominence as our charges for calls to other numbers (including geographic and mobile numbers).

### **Complaints about premium rate services**

What we can do for you

- Provide information on general questions about premium rate services.
- Deal with number-checking requests through the facilities provided on the PhonepayPlus website at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk).
- If available, provide details of the service provider for the premium-rate service number so that you can contact them direct for a refund.
- Provide information about the prices for calls to any premium-rate service number on our network.
- Provide basic information about how premium rate services work, including whether the calls in question were on our own network or on the network of another provider, together with a basic explanation of how revenue share works.
- Provide information about how you can bar calls to all or specific premium-rate numbers from your phone line.
- Provide information about how 'internet diallers' work and how you can identify and take action (such as improving your computer's security), to avoid similar problems in the future.
- Provide information on other options available for getting refunds in cases of abuse or problems involving premium rate calls.

### **How to complain to PhonepayPlus**

If you have a complaint about a particular service that you think is regulated by PhonepayPlus, you can send them a formal complaint. There are various ways of doing this:

- By using the PhonepayPlus online complaint form which can be found at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk).
- By calling their free helpline on 0800 500 212 from 8am-6pm, Monday-Friday.
- By writing to them at PhonepayPlus, Freepost WC5468, London SE1 2BR.
- Consumers who are hard of hearing can now contact PhonepayPlus via textlink on 020 7407 3430.



## **8. Telephone preference scheme and fax preference scheme**

If you do not wish to receive unsolicited marketing calls or faxes from companies and organisations you can register with the Telephone Preference Scheme (TPS) and Fax Preference Scheme (FPS). It is an offence for organisations or companies to continue to make unsolicited calls to individuals or businesses who have registered their details with the scheme. You can register for the TPS and FPS at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by calling 0845 070 0707.

## **9. Your rights and obligations**

We provide services to you under our standard terms and conditions for the particular service. The Code does not take away any of your legal rights and does not form part of any contract.

### **Information we hold about you and data protection**

We want to protect the information we hold about you from disclosure to anybody who should not have it. We will agree a security password with the person in whose name the contract is held. We may ask for this security password before taking future orders and will not normally allow orders to be taken from anybody unless the security password is quoted first.

We also want to market the telecommunications services we offer to you as well as we can. In particular, we want to keep you better informed about things that may interest you, such as discounts on calls to your most frequently called numbers. To do this effectively, we process information about the way you use our services. This includes information about the size and make-up of your bills, the numbers you call, and the times at which you make calls. However, **we do not disclose this kind of information to anyone else.**

We would like to continue to give you all the benefits that this processing provides. However, if you would like us to stop using the information we hold about you in the ways we have described and you have not previously told us about this, please write to Customer Services, KC, 37 Carr Lane, Hull HU1 3RE. If you do not write to us and have not previously registered any objection, we will assume you are happy for us to continue with all these activities.

### **KC services and disabled customers**

We want to make sure that we do not discriminate against our disabled customers. We have special arrangements for customers who are disabled and if you think you may qualify, please contact us. If you feel uneasy about this, then please contact the various groups, such as the Hull Council for Disabled People, who know about the help available (their address is near the end of this Code). If you would like to involve them in your application, we would welcome that.

We can provide bills in various formats so that our disabled customers are not disadvantaged. If you would like to have your bill provided in large print or Braille, please call Customer Services. We also have special arrangements for free directory enquiry calls for disabled people. You can register for the scheme by contacting the number listed at the end of this Code.

### **Directory entries**

Renting a phone line will normally mean that your name, address and phone number will appear in our computer database that is used to create phone directories. A copy of our White Pages phone directory is sent to every customer. Copies of the KC Colour Pages directory are sent to every address in a wide area in and around Hull and parts of East Yorkshire. You can buy extra copies or copies of directories for other areas.



A normal entry in White Pages shows our customer's name, address (including the postcode) and phone number. To avoid nuisance calls, women's first names and Mrs/Miss/Ms are not shown. If you have a residential line, you may ask us to leave out all or part of your address from your entry. We will make the changes you have requested in all the directories we publish. Depending on when you call us, we may not be able to avoid publishing some further directories that still show your full name and address. This will happen if you call us to request a change after the date on which we have given our printers the final instructions to print a directory. The number that has been allocated to you may appear in the directory for the person who had it before. If this causes a nuisance please let us know.

We take great care to ensure that entries are accurate but unfortunately errors can sometimes happen. If your entry is omitted from the directory, or it's wrong, please tell us as soon as possible.

### **Ex-directory service**

Some customers prefer to be "ex-directory". This means your details will not be made available to any phone directory publisher and will not be given in response to a directory enquiry. There is no charge for being ex-directory. Please remember that the more customers who ask to be left out, the less value our directory is as a source of numbers. Even people you want to hear from may find it difficult to call you. Sometimes people lose or forget phone numbers. If they ask directory enquiries for help, we will not tell them your number if you are ex-directory.

If you decide to go ex-directory, then we will not include your name, address and phone number in any directory we publish. We will still pass your name and address to operators of

other phone networks and providers of other directory enquiry services so they can tell callers to their directory enquiry services that your number is ex-directory.

### **Calling Line Identity**

Calling Line Identity (CLI) is a technology that shows a network operator, like us, the calling number and the number called.

This technology has been used for some time by the Police and other authorities to trace malicious calls and for criminal investigations. Our network automatically records your number and the number you called. If you call a number outside the area, your number is automatically passed to the operator of the network completing your call. Unless needed by the Police and other authorities, your number should not be given to anyone else.

A further development of CLI enables people you call to know your number. If they have the right equipment, your number may be displayed when you call. Even without that equipment they may be able, by dialling 1471, to find out the numbers of the people who called them. All numbers are passed, even ex-directory numbers, unless the calling party withholds their CLI or phone number. We expect these services to reduce the number of malicious calls even further. We do understand that there may be occasions when you do not want to let someone know your number. By dialling **141 before all other digits** each time you call, you can stop your number being disclosed to the person you are calling. If you ask us to, we can also stop your number being sent to everyone you call.

Please remember that whether you choose to stop your number being sent by dialling 141 for each call or we have stopped it being sent for every call, then the people you want to contact may refuse to answer your calls. If there is a display at the other end, it may tell the person you have called that your number is being withheld. This could mean that they refuse to answer or transfer you to an answering machine. Alternatively, if the person you are calling uses the "Calling Number Withheld – Block Service" your call may be barred automatically and not get through.



If you are worried about nuisance or malicious calls, you may wish to prevent any calls being made to you when the caller is withholding their CLI. You can do this by using our Reject Withheld Numbers Service. This is a free service available to all our customers.

### **Who is a residential customer and who is a business customer?**

In general, business customers pay higher connection and rental charges than residential customers. We think a "business service" is one used at a place where some sort of commercial activity takes place. This may not always involve money changing hands and it does not mean you have to make a profit. For instance, a charity or club may well be a "business". A useful guide, though not the only one, is whether the tax authorities would treat the activity as taxable. If it looks as if there is business use of the service, we will charge you business tariffs.

If you have an entry in the KC Colour Pages or any other classified directory, we will treat you as being a business and charge you on business tariffs. We will also change you to a business line if you advertise as a trader in local papers or magazines or on the internet (or other computer networks). If you are in doubt whether your service should be business or residential, please call us. If you disagree with our decision, please refer to the "Complaints" section of the Code.

## **10. Communication with you**

We have issued this Code after discussions with the Government-appointed industry regulator, Ofcom.

It is available on our website and you can ask for a hard copy by calling us on 01482 602555. We can also arrange for large print or Braille copies to be made available to you

## **11. Our other obligations**

### **Fair-trading**

We have a policy of fair trading. Other suppliers of telecommunications products and services may compete with us and we will compete fairly with them.

You should be free to choose and we will try to give you accurate information to help you make your choice.

### **Public payphones**

Some payphones may be privately owned and operated such as those in pubs, clubs, shops and hotel foyers. They may still be available for public use but the charges are set by the owner. Where this happens, the charges should be shown by the phone. If you come across a private payphone where the charges are not shown, please let us know by calling Customer Services.

All payphones will allow you free calls to emergency services (Fire, Ambulance, Police, Coastguard) using the recognised emergency numbers 999 or 112. You will be connected promptly to operators who are trained to handle emergency calls. We take our obligations to provide access to emergency services very seriously. If you think your emergency call has not been answered quickly enough, we would like to know.



### **Malicious and nuisance calls**

We know how distressing malicious and nuisance calls can be. Making such calls is a criminal offence. If it happens to you, please let us know. We can discuss various solutions including:

**Interception:** The operator will check who is calling and ask you if you want to take the call.

**Call tracing:** We can set up a system so that you trigger our tracing of the caller's number when a nuisance call is made. We will only release that number to the Police.

## **12. Improving the Code**

We hope you have found that this Code answers your questions or lets you know what you should do and who to contact.

If you wish to make suggestions about improving the Code, please let us have them. We review the Code annually and discuss the changes that have been suggested.

## **13. Useful numbers**

### **Office of Communications**

[www.ofcom.org.uk](http://www.ofcom.org.uk)

Ofcom Contact Centre

Riverside House

2A Southwark Bridge Road

London

SE1 9HA

Tel: 020 7981 3040

Full details of how to contact Ofcom, including providing them with information online can be found here <http://www.ofcom.org.uk/contact-us/>

### **PhonepayPlus**

[www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

4th Floor

Clove Building

4 Maguire Street

London

SE1 2NQ

Tel: 020 7940 7456



**Trading Standards Advice**

Kingston Upon Hull City Council  
Trading Standards Advice Centre  
Unit 2 Bond Street  
Hull  
HU1 3EN  
Tel: 01482 300300

**East Riding of Yorkshire Council**

Consumer Protection  
County Hall  
Beverley  
HU17 9BA  
Tel: 01482 887700

**Hull Council of Disabled People**

35 Ferensway  
Hull  
HU2 8NA  
Tel: 01482 326140

**Citizens Advice Bureau**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
2 Charlotte Street Mews  
Hull  
HU1 3BQ  
Tel: 01482 224608

**Our office hours**

Our main office address is 37 Carr Lane, Hull HU1 3RE where we have a self-service Customer Centre with access to assistance available should you require it.

We are open from 9.00 am to 5.00 pm from Monday to Saturday. These times do not include Sundays, public and bank holidays when our offices are closed. If we do not open on other days, we will issue a notice telling you of the changes.