

# Opal Telecom Consumer Code of Practice

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Opal also operates under the trading name of TalkTalk Business.

## 1 About Opal

Established in 1995 and currently employing over 500 people, Opal Telecom is a leading business to business telecoms solutions provider. We have a Head Office in Manchester and divisions in Warrington, London and the West Midlands.

Opal owns a UK National telecommunications network which is connected to BT and a number of other network operators. This network, comprising ten interconnected digital exchanges, allows us to operate efficiently resulting in competitive call costs.

Opal is fully committed to quality assurance and is registered to ISO 9001:2000.

In November 2002 Opal became part of The Carphone Warehouse plc group of companies.

## 2 The Purpose of the Code

The purpose of this Code of Practice is to inform our customers of their relationship with us. It is written for residential and Small Business consumers who purchase telecommunications services from us directly. A Small Business is defined as a company having 10 employees/volunteers or fewer and is not itself a telecommunications service provider.

**This code aims to provide:**

- Information on how to contact Opal
- Information on sales and marketing activities
- Information on some of our main services
- Information on billing and pricing issues
- Contact details for alternative complaint bodies

## 3 Contact Details

**To order any of our services please call the following free phone number:**

0800 083 8000

**If you would like to talk to us about becoming an Opal Dealer please call the following number:**

0800 298 2118

If you would like to talk to us about becoming an Opal Reseller please call the following number:

0800 093 1001

If you are interested in Premium Rate services, please call our premium rate team on:

0845 330 0002

For ALL enquiries, you may contact us by e-mail at the following address:

[enquiries@opaltelecom.co.uk](mailto:enquiries@opaltelecom.co.uk)

Or write to us at:

Opal Telecom, Stanford House, Garrett Field, Birchwood, Warrington, WA3 7BH

Contact details of a number of related organisations are given in section 11 of this code.

Should your enquiry relate to Opal's Code of Practice, please contact Aiden Dermody at the above address or email [adermody@opaltelecom.co.uk](mailto:adermody@opaltelecom.co.uk)

## 4 General Philosophy

Opal Telecom offers voice telephony services primarily to the Corporate and SME (small and medium sized enterprises) markets in the UK.

Opal's strategy is for the group to lease transmission capacity and focus capital investment on the development of bespoke intelligent network solutions. The business has developed its own intelligent network (IN) and interactive voice response (IVR) platforms.

Against a background of deregulation in the market for telecommunications services, Opal has been successful in winning new business and growing customer revenue streams rapidly.

Through a multi-million pound investment in technology, Opal Telecom is a major player in the delivery of business focused telecom solutions that are at the forefront of the new communications era.

## 5 Sales, marketing, advertising and promotion

Opal adheres to all applicable Codes of Practice, including advertising and consumer protection regulations. This includes the Mailing Preference Service, the Telephone Preference Service, the Fax Preference Service and the E-Mail Preference Service. Our advertising and promotions comply with the British Codes of Advertising and Sales Promotion. We always aim to ensure that our advertising and promotional literature is clear, unambiguous, accurate and fair and that it does not contain any false or misleading information about price, value or service. We do not denigrate other providers of telecoms services.

### Recruitment

Opal follows strict procedures when we hire and train staff who will market and sell our services whether in face-to-face sales or telephone sales.

Whilst operating within current employment legislation, we specifically take into account the following factors when recruiting sales agents:

- Behaviour and appearance - we recognise that the sales person may be seen as the 'public face' of the telecoms industry as a whole;
- Security - that all references and relevant convictions for criminal offenses to be checked thoroughly and taken into account;
- Evidence of mis-selling or lack of integrity in any previous selling employment.

In addition we require staff to follow these rules:

- The applicant must provide a proof of NI number, proof of address and two references
- Referees cannot be related to the applicant
- Business referees must not be both from the same company;
- If a sales person transfers to another company, a copy of his or her records will be retained for a minimum period of three years;
- All company property including any materials/contracts/identification badges should be returned from sales agents leaving the company.

## Sales training

After recruitment, all our sales agents are trained to ensure they have a sufficient understanding of the relevant sections of this Code of Practice. They are also been tested to prove understanding and knowledge of this Code of Practice.

All our sales agents are also trained to ensure they have a sufficient understanding of the following topics:

- How competition in telecommunications works in the UK;
- What telephone services Opal provides and how they may differ from other competitive telecoms products
- How the customer orders competitive telephone services in the UK;
- The relevant principles of consumer protection law;
- Opal's prices and other terms and conditions of service and, in particular, methods of payment, duration of contract and any termination fees;
- The nature, and cost, of any additional Opal services;
- The process for cancelling the contract both during the cooling-off period and at any time following commencement of the service; and
- The Opal procedure for handling customer complaints.

## Responsibility for complying with the code

Responsibility for code compliance by all Opal representatives, including any 3rd party sales agency lies with Opal. The Sales Director for Opal is accountable for ensuring that Opal and its agents observe the code, and is also responsible for handling of the complaints relevant to the code. Should you have an enquiry relating to Opal's Code of Practice, please contact Aiden Dermody at the address shown in section 11 (Further Information) or email [adermody@opaltelecom.co.uk](mailto:adermody@opaltelecom.co.uk).

## Remuneration systems

Remuneration systems for Opal are such that they do not encourage misleading or exploitative sales practices. All agencies representing Opal disclose all details of incentive schemes related to Opal.

Opal wants to ensure that the customer has a pleasant and reassuring experience whenever they come into contact with any of our sales agents.

Our representatives will show discretion when they visit consumers' premises, particularly in the hours of darkness. We do not visit premises outside the hours of 9am and 8pm.

We do not call customers outside the hours of 8am and 9pm, unless at the customers request.

Our representatives who visit consumers' premises must be issued with identity badges that clearly display the name of Opal.

## Customer contact

In The Carphone Warehouse stores our representatives will wear identity badges that clearly display the first and surname name of the representative.

Our representatives will immediately identify themselves, giving their full name, that they work for Opal. They will also explain that Opal is a business telecoms provider, why they are calling and the expected call duration. If visiting or meeting in person, they should draw the customers' attention to their identity card immediately.

When visiting a customer's premises, our representative will give the customer a generic business card or Opal leaflet which holds the company name and address, a contact telephone number and email address. The customer will be able to call the contact telephone number and confirm the representative is genuine.

Our representatives will be courteous, use appropriate language and offer clear and straightforward explanations. They will use only the material that Opal has provided them to explain the service to the customers including how the service may include the provision of network services by other companies.

Our representatives will never misrepresent the services of Opal or any other company and will always provide factual and accurate information.

Our representatives will check that the customer understands that they are entering into a contract with Opal which will provide the customer with an alternative provider for their telephone calls and/or other telecoms services.

Our representatives will cease contact with any person who indicates that the contact is inconvenient, unwelcome, inappropriate or too long. If the customer requests it, the representative will end the discussion immediately and leave the premises immediately.

The representative must confirm that the sale is being made to a customer who is a decision-maker for the business.

Marketing campaign records will be maintained for 6 months, including the date and the approximate time of the contact with the customer. These records will be such as to allow subsequent identification of the salesperson(s) involved and to assist in dealing with any complaint or query.

## How the customer enters into a contract with Opal

A customer may conclude a contract for Opal services in three separate ways:

- In writing (when our representative visits the customer's premises or when the customer visits a The Carphone Warehouse high-street shop); or
- Verbally (when the customer has agreed over the phone to take the Opal service).
- By signing up on the Opal website ([www.opaltelecom.co.uk](http://www.opaltelecom.co.uk))

Whatever the way, we have safeguards in place to ensure that the customer understands the service they are buying from Opal and that they are entering into a legally binding contract. The format of these safeguards differs slightly between the ways to ensure the highest possible standard of consumer protection.

When we ask the customer to enter into a contract for Opal services our representative will provide in writing the following information:

- essential information including the name of Opal, its address, telephone, fax and e-mail contact details;
- a description of our telephone service to enable the customer to understand the service the customer has chosen, and how it works;
- information about the major elements of the service, including the costs of any standing charges, the payment terms, line rental, key call types and details of "protected or special support" arrangements;
- the arrangements for provision of the service, including the order process and, as accurately as possible, the likely date of provision. Where there may be significant delay in the likely date of provision, we will inform the Customer;
- the customer's right of cancellation and the process for exercising it; and
- the period for which the Opal charges remain valid.

We have designed our order forms and contracts to ensure the contractual nature of these documents is clear to the customer.

## When the customer signs a contract for our voice telephony service in their premises or in one of The Carphone Warehouse shops

The customer will be asked to sign and date the agreement over the word CONTRACT.

The contract will clearly state next to the place of signature that the terms and conditions for the Opal are available to read.

The contract will also state the business name and address for Opal.

## When the customer enters into a contract for our voice telephony service over the phone (either through being called by Opal or through calling Opal)

During the telephone conversation, the Opal representative will ask the customer to confirm that they understand and agree to the following points:

- I understand that Opal is an independent company and not part of British Telecom.
- I understand that Opal will bill me for my call charges and BT will continue to bill any BT services to which I have subscribed.
- The representative has explained to me the benefits of Opal and has advised me of the process over the next two to three weeks.
- I am aware there is a 12 month minimum term (if applicable).
- Note of the Code of Practice and how to obtain a copy of it.

We record all calls for training and quality assessment purposes.

The Opal representative will ask the customer to confirm that they have the authority to change telecommunications provider for the telephone number concerned.

## When the customer enters into a contract for our voice telephony service by visiting the Opal website

The customer will be prompted to agree to the terms and conditions before completing the transaction of signing up for Opal.

The final page will confirm their personal details. This Code of Practice is available on the Opal website.

## After the customer has agreed to take the Opal voice telephony service

Every customer will receive a Opal information pack either when they sign the contract or, if they sign up on the phone, within seven working days.

### Every customer will receive a letter which contains the following information

- Date of notification;
- CLI(s) affected;
- List of services affected/unaffected;
- Date of switchover;
- Opal's contact details for any queries;
- Note of the Code of Practice and how to obtain a copy of it.

With the letter the customer will also receive a general information leaflet giving full details of the service, how it works and frequently asked questions.

If the sale was not made face to face by Opal the welcome pack will include a printed copy of the terms and conditions (these will have been provided at the point of sale for a face to face sale).

If you wish to cancel your Opal service you can do this in writing, by telephone or by e-mail.

We aim to complete the process from agreement to the service going live within a total of 21 working days.

We reserve the right not to enter into agreements.

## Consumer protection and other legal requirements

We comply with all applicable consumer protection legislation and other legal requirements.

## Audit

Opal will make regular audits of our systems, procedures and documentation to deliver compliance with our code of practice.

## 6 Range of services

The main services offered by Opal to Small Business Consumers are described below.

### Inbound Telephony

#### Number Translation service

The Number translation service (NTS) allows non-geographic numbers (e.g. 0800 0870 etc.) dialled by a caller to be translated according to special rules that are maintained by Opal. A very large list of number ranges is available for Non-Geographic Numbers (NGN). These numbers can be either provided by Opal or an existing number can be ported (i.e. transferred) from another operator to Opal. Opal has number porting arrangements with alternate operators (see section 8).

#### Interactive Voice Response (IVR) Services

Opal offers a wide range of products and services that can be combined with Number Translation Services. Some of the products are naturally associated with routing options, for example voicemail with divert on call fail, or timed delivery with data collection.

For more details of Opal's unique inbound call management facilities, IVR services and number portability please speak to your Opal account manager or call Opal Sales on free phone 0800 083 8000.

### Outbound Telephony

#### Indirect Access (IDA)

Indirect access allows customers to benefit from discounted calls using the Opal network. Customers who rent their telephone service from BT can benefit from cheaper calls using this service.

IDA provides a basic platform from which additional products and services can be offered.

You dial the required phone number preceded by 1840 (the Opal Access Code). When BT sees 1840 in front of the phone number they route your call via Opal's Network.

There are various ways that you may be connected to the Opal network. We can advise you of the best method of access to our service based on your particular circumstances. The preferred method of connection is using carrier pre-selection (see below). Other methods include either programming of your telephone system to automatically insert 1840, or providing an 'auto-dialler' - a device fitted to your phone socket that inserts 1840 on your behalf.

#### Carrier Pre-Selection

Carrier Pre-Selection (CPS) - is the service which allows BT customers to pre-select an alternative carrier(s) to deliver certain categories of calls and to be billed directly by that carrier.

There are currently four service offerings of CPS, which are available:

- ALL CALLS
- NATIONAL
- INTERNATIONAL
- NATIONAL & INTERNATIONAL

The preferred option is for Opal to carry “all calls” to maximise the cost savings against BT standard rates. Calls such as 999 and operator services are handled by BT together with a few special numbers.

Carrier Pre select provides significant advantages over conventional IDA. CPS is applied at our request by BT to their network so that when you dial a number there is no need for you to dial a prefix.

**CPS offers the following benefits:**

- Capture more customers calls (less leakage to BT)
- Faster connection
- Greater service reliability
- No site visits required
- No installation costs
- Can be used for telephone lines and fax lines
- Lower spend qualification
- Easy Connection

## IDA Call Barring

Any of the three options listed below can be provided at network level with any IDA/CPS product.

- Premium Rate barring
- No call can be made to any premium rate telephone number i.e. ranges starting with 090X.
- International Barring
- No call can be made to any international destination starting with 00
- Mobile Barring
- No call can be made to any mobile or pager service via the 07 number range.

We provide tick boxes on your service agreement so that you may select the call barring option (if any) that you require. There is no additional charge for this service.

## Line Rental

Opal provides Line Rental services. These services are available to customers who have an existing BT line. In addition the line rental, Opal provides a comprehensive range of line services.

## Premium Rate Service

Premium Rate Services include recorded information, competitions, voting, live conversations and downloadable material which are accessed at a rate above that which would normally be charged for a national or local call.

The extra cost of the call is paid to the service provider who provides the information such as weather forecasts. A small proportion of the cost of the call is retained by the network operators such as Opal and BT to cover the costs associated with providing the call. These calls can be recognised by the dialling codes starting with 090 and 091.

Opal provides wholesale service to premium rate service providers and interested companies should call our premium rate specialists on 0845 330 0002.

The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS) publishes a Code of Practice giving guidance on the advertising, promotion and content of these services. ICSTIS may be able to help you if you have a complaint about a Premium Rate Service and they can be contacted at the address given in section 11 of this Code.

## Directory Enquiry Service 118114

In December 2002 the traditional 192 directory service changed in order to remove BT's virtual monopoly of this service. Other service providers including Opal now provide an alternative service. The new directory enquiry numbers are six-figure numbers beginning with 118, E.G. 118114.

We provides a full national directory enquiry service over the number 118114. This number is charged at 40 pence per call. We normally need a name and location to search, but may ask for more information to provide an exact match. We are not able to provide you with a name and address from a phone number. This service is intended to provide you with one directory search per call. The number is available from other networks including some mobile networks who may charge you more for your call. Please check your network operator who will advise you of the charges.

## 7 Customer Service

Our customer service representatives are able to help with all your queries including products, billing and tariffs. Where possible, we will respond to your enquiries within 2 hours. Our service centre is open to deal with your enquiries from Monday to Friday between 9.00 am and 5.00 pm.

If you have any service enquiries please call us free on 0800 298 6725.

**Alternatively, you may write to our customer service centre at:**

Opal Telecom  
Stanford House  
Garrett Field  
Birchwood  
WA3 7BH

Or e-mail us at [custserv@opaltelecom.co.uk](mailto:custserv@opaltelecom.co.uk)

## Direct Sales

Opal contacts new potential business customers by phone. Prior to making a call, we ensure that the number being called is not registered with the telephone preference service (TPS). We also check that it is not a number that we have called before where we have been requested not to call again.

Our sales advisers aim to ensure that they are speaking to the person who is responsible for purchasing telecommunications services. Once we have established that we are speaking to the correct person we will ask to discuss their various telecommunications requirements. We need to establish the technical requirements and potential savings that you could make if you were to use the services of Opal.

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We would normally request a meeting with one of our sales consultants to discuss in detail the requirements that you might have.

## Order processing

Usually, as a new Opal customer you will speak to one of our sales advisers who will review all of your telecommunications needs. We may arrange a visit to your premises in order to carry out a detailed survey or we may discuss your needs over the phone. We will agree your requirements with you and then supply you with a written agreement together with our terms and conditions.

Once we receive your completed agreement, we will aim to process this as quickly as possible. Some processes require some time to implement but most connections to Opal are completed within 21 working days. We reserve the right not to accept agreements according to our terms and conditions.

We will keep you informed throughout the connection process by phone and we will write to you confirming the date on which you will start receiving Opal's service. If you wish to check the progress of your order you may get in touch on the free phone number given above.

## Cancellation

If you wish to cancel your service with Opal you can usually do this immediately by phone, in writing or by E-mail. Our contact details and Office hours are given above. Most of Opal's services do not have a minimum contract period but for those that do, we would be happy to discuss your requirements.

Some services take a little time to cancel, as they require us to work with special industry processes. When you cancel your service, we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn. During this period, you remain liable for the costs of any services we provide.

## Fault Repair

Faults can be reported free of charge, 24 hours a day. However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday to Friday from 9.00 am to 5.00pm, excluding bank holidays).

Faults can occur on the Opal Network, another operator's network, or on the telephone used by you or the person you are trying to call. If the fault is reported during normal working hours, we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault.

Repairing faults on our network is part of the maintenance cover we provide with our service. If the fault is not on our network then we may not be responsible for its repair. If the fault is on the BT network then you may need to report this fault to BT directly. To report a BT fault call one of the following numbers.

**BT residential customers call 0800 800 151**

**BT Business customers call 0800 800 154**

We reserve the right to charge for any abortive work or visit arising from faults over which we have no control. Should an engineer need to visit your premises we will agree this with you.

## Reconnection

If you are a previous Opal customer and wish to come back to Opal please call us on the above free phone number and we will aim to get you reconnected as soon as possible.

## Pricing

We will be pleased to provide you with our prices on request. To obtain pricing information please call us on the free phone number above.

## Billing

We provide you with a monthly bill. Your first bill will be issued approximately one month from the time that your Opal service begins and then at the same time of the month in subsequent months.

Payment is usually by direct debit, but if you wish to discuss alternative payment methods then please contact us on the free phone number above. Itemised Bills are provided free of charge and we normally detail each item that costs more than 25 pence. On request, we will provide full itemisation.

## e-Billing

This free, efficient service provides you with a fast and simple way to view and access your Opal telephone account. The e-billing system gives you instant access to your last six Opal invoices.

**If you would like to discuss e-billing please call our dedicated help-line:**

0800 083 1046.

You can register for e-billing via Opal's Website at [www.opaltelecom.co.uk](http://www.opaltelecom.co.uk)

As an existing e-billing customer, you can also access your bill in this way.

**You can also access the e-billing Website directly at:**

<https://billing.opaltelecom.co.uk>

The information provided is the same as that provided by paper bills. The information is not "real time" and will be as up to date as the last invoice produced.

The service provides the ability to receive, view, print and analyse bills online.

If you wish to receive both an e-bill and a paper bill once you have registered there is a charge of £5 per account per month.

**The benefits of e-billing are as follows:**

- Free of charge to Opal customers (unless a paper bill is also required)
- Bills can be viewed on line at any time
- Bills can be checked quickly, accurately and conveniently
- Data can be sorted, totalled, filtered, queried and printed
- Up to 6 historical invoices are available
- Can be downloaded for further analysis (Excel or CSV format)
- Paper conservation

You will need to refer to a recent copy of your Opal invoice for registration purposes.

For further information about e-billing please refer to our Website at [opaltelecom.co.uk](http://opaltelecom.co.uk) where there is a list of frequently asked questions.

## Disconnection for non-payment

Prompt payment of bills helps us keep our costs down so that we can continue to offer a highly competitive service. Please call us as soon as possible if you think you may have difficulty in paying your bill. If there are special circumstances, we may be able to agree special arrangements with you to prevent disruption of your telephone service.

In the event that a bill is not paid we will make all reasonable attempts to resolve the matter with you. However, if we are unable to get a satisfactory explanation for the non-payment we may suspend or disconnect your service in accordance with our terms and conditions.

## Billing Queries

We take billing accuracy very seriously. If you do not understand or disagree with part of your bill, please call us on the number quoted on your bill.

You are liable for the costs of any calls that you make over our network. If you query the charge for dialled calls, we will re-check the bill. If we find a mistake you will be credited accordingly.

## Difficulties in Making or receiving calls

**If you have difficulty in making a call you should try re-dialling. If you still have difficulty please call us free on:**

0800 298 6725

If BT provides your telephone line and you cannot make or receive calls then it is likely that there is a fault on either the BT network or your phone. Please contact BT on one of the following numbers.

BT residential customers call 0800 800 151

BT Business customers call 0800 800 154

## If you are not satisfied with Opal's service

We are committed to providing you with the best value telecommunications service in the UK. We understand that faults can occur, and when they do, we want to correct them quickly. We provide a comprehensive complaint handling process to solve your problem as soon as possible.

When you call us, a customer service adviser will note the details of the problem and will agree a course of action with you. Due to the complex nature of some queries, these may take a little longer to resolve.

If you are not happy with the response you receive you may ask for the matter to be referred to a senior manager for further investigation.

In the rare event we are unable to resolve your problem we will write to you informing you of the position. This is sometimes called the 'deadlock' letter. When you receive this letter and your annual bill is less than £5000, you have the right to refer your case to the Ombudsman. The contact details can be found at in section 11 of this code. The Ombudsman will want to ensure that you have followed this process through before contacting them. If this is not evident the Ombudsman is likely to refer the matter back to Opal for resolution.

Opal is happy to work with other independent bodies, such as ICSTIS, Citizens Advice Bureaux, Consumer Advice Centres and Trading Standards Departments.

## Dispute Resolution

Opal is a member of the Telecommunications Ombudsman scheme, which provides a free, independent, service to help sort out complaints when customers and telecoms companies can't agree. It is run by the Office of the Telecommunications Ombudsman, Otelo for short. Otelo's job is to investigate complaints fairly, listen to both sides of the story and look at the facts. If the Ombudsman decides your complaint was justified Opal will honour this decision and put things right for you. To find out how the service works and what it covers, please ask for a copy of Otelo's complaints booklet 'Two sides to every story' by phoning 0845 050 1614. The scheme provides a straightforward alternative to legal action. If you receive the deadlock letter as described above, you must decide within 6 months if you wish to refer the issue to the Ombudsman.

An application to the Ombudsman does not relieve you from any obligation you may have to pay any amounts not in dispute.

The Ombudsman can provide you with further details and you will also find information on Otelo's website. Contact details are shown in Section 11 of this Code.

## 8 Your rights and obligations

### Number Portability

Opal is able to offer number portability. This means that if you move your service from BT or other operator to Opal you are allowed to keep your existing phone number. This means that you do not need to notify your contacts of a number change. It normally takes between 4 and 7 days to transfer a number. This facility may not be available in your area. If you would like more information please call our customer service advisers on free phone 0800 298 6725.

### Data protection

**We may collect personal information about you from a number of sources. These may include:**

The customer agreement, i.e the agreement that you sign when you take a service from Opal. This may include your name, address, other contract details and banking details.

- If you contact us with an enquiry
- From direct marketing organisations
- From other publicly available sources such as the electoral role

Opal is registered under the Data Protection Act and takes all reasonable steps to ensure that there is no unauthorised access to your personal data.

We may use the personal data that we have to promote Opal's products and services but these details will not be passed to any other organisations for marketing purposes.

In some circumstances we may supply information to organisations such as the police where the law permits us to do this.

**We may record phone conversations in order to provide training services or to provide evidence of a transaction. If you wish to know what personal information Opal holds on you, you can obtain this by writing to us. Please write the following address.**

Data Protection Manager  
Opal Telecom Limited  
Stanford House  
Garrett Field  
Birchwood  
WA3 7BH

You may wish to stop unsolicited telemarketing calls from Opal and other organisations. You may do this by calling the Telephone Preference Service (TPS). The contact details for the TPS are given in section 11.

## Terms and Conditions

Opal provides terms and conditions which are available on request from our customer service advisers.

Please call 0800 298 6725.

## Services for disabled and elderly customers

If you are older or may have a disability and wish to discuss any special telecommunications requirements you may have then please contact our customer service centre at the above address and we will try and accommodate your requirements where possible.

## Phonebook entry

If you have a BT line then using Opal's IDA services will not affect your phonebook entry. In this case, you have a right to be included in the BT phonebook and directory enquiries, free of charge. You may also choose to be ex-directory.

Opal can arrange for your Opal Non Geographic Number (NGN) e.g. 0800 to be included in the phonebook free of charge. Please contact our customer service centre at the above address.

## 9 Communication with customer

It is our policy to maintain contact with our customers on a regular basis. We may call you or write to you from time to time to inform you of any new services and to review your current telecommunications requirements. We aim to keep this Code of Practice up to date and you may obtain a copy from our customer service centre or via our Website, [www.opaltelecom.co.uk](http://www.opaltelecom.co.uk).

# 10 Social Responsibility

## Environmental Policy

Opal is committed to the prevention of pollution.

We maintain an environmental management system that is appropriate to the nature, scale and environmental impacts of our activities, products and services. This system ensures that wherever possible:

- all waste is recycled, and where this is not practicable due to either technical or cost constraints, any waste is disposed of in an appropriate manner;
- we use energy efficient processing equipment and tools;
- company vehicles are selected and maintained correctly so as to minimise pollutant emissions;
- we schedule and combine activities in geographical areas to ensure that the effect of transportation of personnel and equipment on the environment is minimised;
- we recycle office stationery and use stationery manufactured from recycled materials wherever practicable;
- we regularly review the environmental impacts of the business, and constantly seek opportunities for continual improvement and prevention of pollution;
- we provide a framework, comprising a high level management review supplemented by a forum that meets on a regular basis, to set and review environmental objectives and targets;
- Protection and support of vulnerable groups
- Opal is predominately a supplier of telecommunications service to larger business customers. We understand that some of our customers may have special needs and so require particular attention. It is our policy to assist any customers who may have difficulty using telephony services whether they have a disability or are from other vulnerable groups.

## Malicious Calls

We understand that annoyance and distress that can be caused by malicious calls and take this problem very seriously. If you are receiving malicious calls we would like to provide you with every assistance to try to resolve the problem. This may involve working with the police and other network operators where appropriate. You should be prepared to give evidence if the caller is traced and brought to court. We may also recommend that you change your phone number and ask for this to be ex-directory if you continue to receive such calls.

To report any malicious calls to Opal, please contact our customer service centre at the contact details given in section 3. If you have a BT line, then we would recommend that you call their Nuisance Call Advice line on 0800 661441.

# 11 Further Information

## Office of Communications (Ofcom)

Ofcom Contact Centre  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

**Tel:** 0845 456 3000  
**Fax:** 020 7981 3333  
**Email:** [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
**Website:** [www.ofcom.org.uk](http://www.ofcom.org.uk)

## The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS)

Fourth Floor  
Clove Building  
4 Maguire Street  
London SE1 2NQ

**Tel:** 020 7940 7474  
**Website:** [www.icstis.org.uk/icstis2002/default.asp](http://www.icstis.org.uk/icstis2002/default.asp)

## Office of the Telecommunications Ombudsman (OTELO)

Wilderspool Park  
Greenall's Avenue  
Warrington  
WA4 6HL

**Tel:** 0845 050 1614  
**Fax:** 01925 430059  
**Email:** [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)  
**Website:** [www.otelo.org.uk](http://www.otelo.org.uk)

## Telephone Preference Service

If you do not wish to receive unsolicited telemarketing calls, register on line at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or call 020 7766 4420.

## Fax Preference Service

If you do not wish to receive unsolicited telemarketing faxes, register on line at [www.fpsonline.org.uk](http://www.fpsonline.org.uk) or call 020 7766 4422.

## Opal Telecom's Code of Practice

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WA3 7BH

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**Website:** [www.opaltelecom.co.uk](http://www.opaltelecom.co.uk)