

PRS & NTS Policy

(Premium Rate Service & Number Translation Service)

Introduction

This code provides information regarding Premium Rate Services (PRS) and Number Translation Service (NTS) and our call charging policy.

Premium Rate Services

Premium Rate Services have dialling codes starting with 09, 0871 or 118 numbers and are charged at a higher rate than normal calls. They may include:

- Recorded information including competitions, chat lines, traffic reports.
- Live services including advice lines, adult entertainment.

These numbers are subject to PRS regulation.

Charges for these services are added to your telephone bill. To call a PRS number from your landline, it will generally cost between 10 pence and £1.50 per minute, per call or per text, including VAT. Calling from a mobile phone or public payphones will usually cost more than the advertised rate, but this should be clearly published if the call will be higher than a geographic number. Our charges for calling these services are available from our customer service team.

If you have any questions relating to a premium rate service/number that has appeared on your invoice e.g. numbers beginning with 09, 0871, 118 numbers, please contact our Customer Service Team in the first instance. We will investigate and should we believe the call charges are correct, you can progress your complaint to PhonePayPlus.

PhonePayPlus regulates the premium rate industry. It publishes a Code of Practice that providers of premium rate numbers must follow. You can use the PhonePayPlus website at www.phonepayplus.org.uk to check PRS numbers or to download a complaint form. For further contact details, refer to section 2.3 Odyssey Code of Practice.

Number Translation Services

Number Translation Services (NTS) are calls to numbers shown in the National Telephone Numbering Plan as 'special services'. These include:

- Prefix 08 numbers, for example 0845, 0870;
- 0500, 0800, 0808 freephone numbers (but not calls to 0808 99 numbers for flat-rate internet access calls);
- 070 personal numbers (not mobile numbers).

Charges for calling services on NTS numbers are added to your telephone bill and prices range from free up to 10 per minute or per call (including VAT). Calling from a mobile phone or public payphone will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from our customer service team on 01642 661800 or email post@odyssey-systems.co.uk. We can also provide a factsheet on NTS.

Compliance

If you are unhappy with the help you have received from us with respect to a PRS or NTS service, please contact Mike on mike@odyssey-systems.co.uk or you can write to Mike Odysseas at:

Compliance
Odyssey Systems Ltd
3Lockheed Court
Preston Farm
Stockton-on-Tees
TS18 3SH

Alternatively, you can make a complaint following Odyssey Complaints Code. A copy is available on request, or download a free copy from our website www.odyssey-systems.co.uk.