

Code of Practice



ntl:

Code of Practice – guiding you through our services

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 also 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 ntl and any of its subscribers.

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Index

1 General

- 1.1 About ntl
- 1.2 Contacting us
- 1.3 Licences

2 Provision of services

- 2.1 Pricing
- 2.2 Number Portability
- 2.3 Cancellation

3 Other useful addresses

- 3.1 Programme content
- 3.2 Adverts on Posters in Magazines and other Printed Material, on Television, Radio and the Internet
- 3.3 Invasion of privacy
- 3.4 Telephone information services (also known as Premium Rate Services or Controlled Services)
- 3.5 ISPA – The Internet Service Providers' Association
- 3.6 IWF – The Internet Watch Foundation
- 3.7 The Trading Standards Service
- 3.8 Investigations

4 How to obtain our services

- 4.1 Who to contact
- 4.2 Terms and conditions
- 4.3 Installation
- 4.4 Deposits and account limits

5 Fault repair

- 5.1 What to do
- 5.2 Our responsibility
- 5.3 Fault repair targets
- 5.4 Priority fault repair

6 Billing

- 6.1 Payment procedures
- 6.2 How to pay
- 6.3 Queries
- 6.4 Time for payment and disconnection for non-payment
- 6.5 Disconnection if abuse of email/ntlworld

7 The Electronic Communications Code and the New Roads and Streetworks Act 1991

8 Customers with disabilities or additional needs

9 Standard services for telephone customers

- 9.1 Directory listings
- 9.2 Telephone directories
- 9.3 Directory enquiries
- 9.4 Emergency services
- 9.5 Operator services

10 Calling Line Identification

11 Malicious calls

12 Parental Guidance for Using the Internet

13 Junk faxes and direct marketing calls

14 Confidentiality

15 Complaints procedure

- 15.1 Independent advice
- 15.2 Office of Communications

16 Dispute resolution – the Telecommunications Ombudsman, OTELO

- 16.1 What is dispute resolution?
- 16.2 Qualifying criteria
- 16.3 The nature of the proceedings
- 16.4 How to apply to OTELO

1. General

1.1 About ntl

ntl is authorised to provide cable telephone, cable television including digital television and interactive services, telecommunications, internet, and communications services. More detailed information about our services can be obtained through our website www.ntl.com/home, or from our Customer Management Centres, please refer to the phone number on the back of this brochure.

1.2 Contacting us

Our Customer Management Centres (CMC) are located within our local offices. Outside of the CMC's opening hours, ntl provides a centralised voice response service for customers. To contact your local Customer Management Centre please refer to the phone number on the back of this brochure.

1.3 Licences

This Code is published by ntl Group Limited on behalf of its associated companies who are authorised by the DTI to run communications networks. References in this Code to "ntl" relate to the company with which you have signed a Customer Service Agreement and references to the "authorisation" are to the authorisation granted to ntl Group Ltd.

2. Provision of services

ntl's aim is to give those who subscribe to its services customer-focussed attention and a fair deal in the provision of quality communications and cable television services. This Code is a general guide to the ways in which we serve our residential customers and how we deal with difficulties and disputes should they arise. Many ntl services are subject to the general terms and conditions of the service

agreement, which constitutes a contract with the customer. If, after reading this guide and the general terms and conditions, you are uncertain about anything written in this guide, in your agreement, or the terms and conditions under which your services are provided, please get in touch with your Customer Management Centre.

Your contract with ntl covers the provision, maintenance of, and charges for our telephone, television and other services, together with all equipment forming part of our system, that you need to enable you to receive the services supplied by ntl. **NB: You need to have a licence for your television set. This remains your responsibility. The terms and conditions, Code of Practice and any appropriate policies such as the User Policy and Privacy Policy are available at www.ntl.com/home**

2.1 Pricing

Up to date pricing is available at www.ntl.com/home

2.2 Number Portability

You are able to port your telephone number, but, in some unusual circumstances, there may be technical reasons which prevent a port taking place. Please contact your local Customer Management Centre for further information.

2.3 Cancellation

Your right to cancel. Within your initial 12 month contract period you must send a signed written request, with one month's notice. You may be liable for cancellation penalties as set out in your terms and conditions. After the initial 12 month contract period, you would need to send a signed written request with one month's notice.

3. Other Useful Addresses

We will do our best to help you resolve your complaint or query. If it relates to a matter that is not our responsibility, we will tell you whom to contact.

Some specific examples are referred to in this Code of Practice.

3.1 Programme Content

Complaints or queries on matters relating to programme content can be directed to us, but you may prefer to contact the Office of Communications (Ofcom) which is the body responsible for regulating the content of programmes appearing on television. The address and telephone number of Ofcom can be found on page 10. Ofcom is the new communications regulator.

Ofcom inherited the duties of the five regulators it replaced – The Broadcasting Standards Commission, the Independent Television Commission, Oftel, the Radio Authority and the Radio Communications Agency.

3.2 Adverts on Posters in Magazines and other Printed Material, on Television, Radio and the Internet

The Committee of Advertising Practice (CAP) and the Broadcasting Committee of Advertising, Practice are self-regulatory bodies, which devise and enforce the British Codes of Advertising and Sales Promotion. They are made up of member organisations that represent the advertising, sales promotion and media business. The Advertising Standards Authority (ASA) was set up in 1962 to make sure that advertisements appearing in the UK are legal, decent, honest and truthful. The ASA protects the public by ensuring that the rules in the British Codes of Advertising and Sales Promotion are followed by everyone who prepares and publishes advertisements. It is independent of both the advertising industry and government. The ASA's work is

funded by a small levy on advertising and direct mail expenditure. In order to preserve the ASA's independence from the industry, the levy is collected by separate bodies, the Advertising Standards Board of Finance and the Broadcasting Advertising Standards Board of Finance. The address and telephone number of the ASA can be found on page 10.

3.3 Invasion of Privacy

Oftcom can hear complaints from individuals who feel that they have been unfairly treated in a programme or have had their privacy infringed. It will also consider complaints relating to the portrayal of violence or sexual conduct in programmes and alleged failures on the part of such programmes to attain standards of taste and decency. The address and telephone number of Oftcom can be found on page 10.

3.4 Telephone Information Services (also known as Premium Rate Services or Controlled Services)

Telephone and internet information and entertainment services, such as weather lines, competition lines, dating lines, chat lines, live conversation message service and advice lines are regulated by the Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS). Calls to these services cost more than ordinary calls and may be accessed via telephone numbers with special codes (such as 0906). ICSTIS deals with all complaints about the content and advertising of telephone and internet information and entertainment services. The address and telephone number of ICSTIS can be found on page 10.

3.5 ISPA – The Internet Services Providers' Association

ISPA is a trade association of Internet Service Providers who use networks to access the internet. ISPA addresses issues such as service quality and the issue of illegal material on the internet. The address and telephone number of the ISPA can be found on page 10.

3.6 IWF – The Internet Watch Foundation

IWF is an independent organisation set up to implement the proposals jointly agreed by the government, the police and the two major UK service provider trade associations, ISPA and LINX, to minimise the availability of illegal internet content, particularly child abuse images.

3.7 The Trading Standards Service

The Trading Standards Service works within the local authority structure to ensure good trading practice and behaviour in trade and business. You can also get guidance and advice from your local Trading Standards Department. The address and telephone number of the TSS can be found on page 10.

3.8 Investigations

In the event of an investigation, ntl will co-operate fully with the relevant body.

4. How to Obtain Our Services

4.1 Who to Contact

When you require any of our services, please contact the phone number on the back of this brochure. Our Advisors will be pleased to help you and explain what products and services are available and the terms and conditions which will apply. If you would prefer a Sales Advisor to visit, please ask. Please see also under 4.3 for installation appointments.

4.2 Terms and Conditions

We generally do business on standard terms and conditions. We will give you details of the relevant contract and/or terms and conditions and will explain what you need to know before you enter into any commitment, together with the price and package information that may be relevant. You will usually have a short period after the contract has been entered into with ntl to cancel it. Details of your right to cancel will be given to you. **NB. Please note that any equipment hired to you remains the property of ntl.**

Our Advisors have been supplied with a copy of this Code and have been trained to be courteous and helpful in their dealings with customers. If you feel you have not received a satisfactory standard of service from any of our Advisors, please let us know. Please feel free to ask the Advisor any questions about how the services are run. All our representatives should wear identity cards and have been instructed to give their names on the telephone and in letters, so you should be able to identify the individual with whom you have been dealing.

4.3 Installation

If you decide to order a service, we will agree an installation date with you. Our target is to connect to residential customers' premises within 10 working days of order, subject to survey, and receipt of wayleave, signature by you of the Customer Service Agreement and satisfactory completion of relevant credit checks.

4.4 Deposits and Account Limits

If you decide to order a service, we may ask for

a deposit prior to commencement of service. You will be informed of this at the time of sale or when you sign the agreement. If we do require a deposit, it will normally amount to approximately £50 or such other sum as ntl reasonably considers appropriate. We might require a further deposit in future, if the usage against the account indicates an adjustment is needed to the level of deposit held (see Account Limits below). We may retain your deposit until you have paid us all charges that you owe us.

We reserve the right to use all or part of the deposit towards payment of any sums that you are liable to pay us. We may also retain the deposit until all equipment that you have rented from us is returned in good working order. If any equipment is not in good working order, we may use part or all of the deposit to meet any charges you must pay for the equipment. If you promptly pay your bills for 12 months (or any other period we may agree), we shall add any deposit (or the balance of any deposit) to your customer account at the end of the account period. We might impose an "Account Limit" based on the level of usage charges we expect you to incur. If you exceed your Account Limit we may ask you to pay a deposit if you wish to continue to receive service. We reserve the right to restrict the services provided to you and request payment by a different method of payment.

5. Fault Repair

5.1 What to Do

We seek to provide a customer focussed service to our customers and this includes ensuring that the services you require are connected and

operate satisfactorily. We make strenuous efforts to monitor, anticipate and avoid faults. We also carry out strict preventative maintenance routines to minimise faults. However, technical faults may occur from time to time. If you are not receiving a good picture on your television set or you notice any other fault with your television, you should consult our brochure "your TV Service" or look at the TV section of your welcome booklet. A copy of this information was included within your Welcome literature that you received when you took the service. The brochure offers some basic 'trouble shooting' tips. If, after checking these, there is still a fault, you should report it to your local Customer Management Centre as soon as possible. (See also Section 5.2) A fault on your telephone or internet service via your PC should be reported to your Customer Management Centre as soon as possible. (See also Section 5.2) Please refer to the back of this brochure for the number of your Customer Management Centre.

5.2 Our Responsibility

ntl is responsible for maintaining the communication system and any associated equipment on your premises such as outlets, set-top boxes and remote control units which ntl has supplied. When a piece of equipment connected to the communication system, but not supplied by an ntl company (for example, a telephone handset or television set) develops a fault, it will be for you to decide what action to take, depending upon the nature of the trouble. In many cases, an equipment supplier or maintenance organisation will be the appropriate source of help. If the equipment has been supplied by an ntl company then you should call your

Customer Management Centre, and the problem will be dealt with under the terms of your contract with the ntl supplier. Should you arrange for one of our technicians to visit your premises and the fault subsequently proves to be on equipment (including any telephone line) for which ntl has no maintenance responsibility, this may result in a charge being made to you and a delay in putting things right. It is important, therefore, for you to try to determine where the fault lies before you call us. If you are in doubt, phone your Customer Management Centre, who will be pleased to advise you. Details of service charges (and the circumstances in which they may be made) are available on request from your Customer Management Centre. **NB: You will be charged for the repair of any damage or re-connection to equipment or to the system that you have caused by your own actions.** If the fault proves to be in a communications system operated by another company, such as BT, to which our system is connected, we will notify them immediately. We will keep you informed of progress.

5.3 Fault Repair Targets

Where the fault is on our system or on any associated equipment which an ntl company has supplied, we shall arrange for someone to repair, adjust or replace the system/equipment as necessary to restore and maintain an efficient service. We will do our best to identify a fault within 24 hours or by close of business the following day. Fault restoration is subject to objective criteria that the industry operates to. These criteria are monitored by Ofcom and published twice a year as Comparative Performance Indicators. The address and telephone

number of Ofcom can be found on page 10.

5.4 Priority Fault Repair

We recognise that for some of our customers, a telephone is vital at all times. Therefore ntl will endeavour to respond to a telephone fault as a matter of priority wherever possible. If you are a customer with any special needs requirements, please see paragraph 8.

6. Billing

6.1 Payment Procedures

ntl requires its customers to pay monthly. Customers are charged for rental of a telephone line and for the length of the calls they have made. Should you take television and/or internet services, you will be charged according to the package of services which you take. We have published price lists for all our services, copies of which can be obtained from your Customer Management Centre, or the information can be viewed on ntl's website, www.ntl.com/home.

6.2 How to Pay

You may pay your bills by any one of the following methods:

- i. by direct debit; or
- ii. by certain credit or debit cards over the telephone; or
- iii. by cheque or money order sent by post; or
- iv. in person by visiting our Customer Management Centre, where you may pay in cash, by cheque or money order or by certain credit cards; or v. using protected service arrangements – for special needs customers who might be housebound or have difficulty getting out and about, by arranging for someone else to make the payment on your behalf. For your own benefit, however, we would ask you NEVER to mail cash to us. Your telephone bill will be partly

itemised for calls. For details of your itemisation level please contact your Customer Management Centre. A fully itemised bill can be provided for an additional charge. Your bill will also include details of the services you receive. Services that have been provided at no cost to the calling subscriber will not be detailed on the bill. There may be an additional monthly administration fee if you do not pay your bill by Direct Debit.

N.B. Some services are only available with payment by Direct Debit.

6.3 Queries

If you have any queries about your bill, you should contact your Customer Management Centre where a record of usage and charges is kept. If, following investigation, you have been overcharged, we will deduct the amount by which you have been overcharged from your next bill. If we are unable to settle a disputed charge, you may wish to refer the matter to Ofcom – see paragraph 14.2) or, ultimately, you may choose to refer the matter to the Telecoms Ombudsman, OTELO (see paragraph 15).

6.4 Time for Payment and Disconnection for non-payment

We require bills to be paid on time. If you fail to pay your bill on time, you will receive a reminder. If you do not then pay within the period specified in the reminder you may be disconnected. Disconnection will be effected initially by us suspending our service electronically on or from the 20th day after the **statement date** of the unpaid bill. If the bill has still not been paid by the 45th day after the statement date, we will effect a full disconnection through the recovery of our equipment from your premises. You will

not be reconnected until you have paid the outstanding amount and a reconnection fee. If you are having difficulty in paying your bill, please contact your Customer Management Centre. We will do our best to be considerate to any of our customers who are experiencing genuine payment difficulties.

6.5 Disconnection if

Abuse of email/ntlworld

Use of email/ntlworld must not breach our User Policy which can be found at www.ntlworld.com. If we have reasonable grounds to suspect that you are in breach of the User Policy, or you do anything which would put us in breach of our statutory or other obligations, we reserve the right to suspend service immediately but will give you notice of suspension or termination as soon as it is practical to do so.

7. The Electronic Communications Code and New Roads and Street Works Act 1991

The Electronic Communications Code (Schedule 2 to the Telecommunications Act 1984 as amended) gives ntl certain statutory powers and imposes certain obligations on us with respect to the installation of our communications apparatus on public highways and private land. Installation of apparatus on or in your premises to provide you with a service is also governed by the terms of your Customer Service Agreement. Once installed, certain fixed items of this equipment (e.g. the connection from our network into your premises) remain in place even if your contract with ntl is subsequently terminated. The New Roads and Street Works Act 1991 sets out ntl's rights and obligations when

conducting works on public highways and requires ntl to liaise with the local highway authority. Enquiries about such works should be directed to your Customer Management Centre or your local authority.

8. Customers with Disabilities or Additional Needs

ntl seeks to provide equal access to, and affordability of its services for disabled users and users with additional needs. If you have an additional need because you have a physical impairment (e.g. you have impaired vision), please contact your Customer Management Centre and we will do what we can to assist you. Please ask for the specific brochure, Welcome to ntl, which sets out clearly the services available for these customers.

9. Standard Services For Telephone Customers

9.1 Directory Listings

When you take our telephone service you will be asked whether you wish to be included in the telephone directory. The listing options will allow you to choose to have an entry that may exclude gender, or have only a partial address. You may also choose to be ex-directory. This means your number will not be listed in the directory, nor will it be accessible to callers to the Directory Enquiry Service. We will notify callers where a number is ex-directory.

9.2 Telephone Directories

If you require a copy of your local telephone directory you should contact your Customer Management Centre which will arrange for one to be dispatched to you. The first issue of your local telephone directory will be free of charge; subsequent copies are chargeable.

9.3 Directory Enquiries

You may contact ntl Directory Enquiries by dialling 118 878. This takes the place of the number 192 which used to enable you to access directory services. For International Directory Enquiries, dial 118 003. Details of charges made for calls to Directory Enquiry Services are available from your Customer Management Centre.

9.4 Emergency Services

If you dial 999 or 112 your call will immediately go through to the emergency services switchboard. You will not be charged for the call.

9.5 Operator Services

You may contact the national operator by dialling 100 and the international operator by dialling 155. **NB: Please note that a charge may be incurred if you ask the operator to connect you.**

10. Calling Line Identification

ntl offers a Calling Line Identification (CLI) facility through its telephone service. This service is only available in certain areas. Please call your Customer Management Centre for details. CLI is a system that displays the telephone number of the person calling you and identifies your number to your caller. In some cases, you will not be able to discover the CLI information. This is where the person calling has a telephone service that is not provided by a digital exchange, or where the person calling you has chosen to withhold their number. Many phones have the facility to display CLI information, so you can see the number of the person calling you on the phone's display. We already offer, in certain areas, the option to withhold your number when making a call. You may also wish to reject a call if the CLI information has been specifically withheld.

11. Malicious Calls

ntl understands that malicious calls may be menacing. There are steps that you can take to tackle the problem and things that we can do to help you. If you receive malicious calls, you should contact your Customer Management Centre immediately. You will receive sympathetic help and advice. We can contact the police. However, they will need to talk to you direct in order to log the complaint fully and take appropriate action. If necessary, we will liaise with the police on your behalf. This may mean that the choices you have made on CLI information will be overridden whilst we try to resolve the problem.

12. Parental Guidance for using the Internet.

The Internet has the potential to be a great tool for education as it can provide access to information and knowledge on a diverse range of topics. In light of the many high profile media stories regarding the use of the Internet by children it is understandable for parents to be concerned over their children's use of the Internet. Below you will find a few rules that may be useful if you wish your children to use the Internet. Please be aware that what might be appropriate advice for a five year old child might not be appropriate advice for a fifteen year old child:

- 1)** Ideally, supervise your children's use of the Internet. Explain to your children the opportunities and risk of using the internet. Emphasise key safety messages to them.
- 2)** ntl would suggest that you do not allow your children to use email until you are sure that they are sufficiently mature enough to deal with the medium. If you do wish your children to use email please

supervise their use. Always enter the mailbox password yourself. Never give your children the password for any of the email addresses.

- 3) If your children are receiving email spam, including pornographic material, reassure them that it is not their fault and keep emphasising the key safety messages to them.
- 4) Place the computer in a location where the family can use it and it can be easily monitored.
- 5) Limit the amount of time your children can spend on the Internet in any one session.
- 6) Consider the use of filtering software to filter inappropriate sites and content. Filters are not 100% effective so they are not a replacement for supervised use of the Internet.
- 7) If your children are using chatrooms, they should never reveal any personal detail that would allow someone to contact them outside the chat room.
- 8) Children should always stay in the public area of a chat room, where everyone can see the conversation.
Please find further advice at www.parentsonline.gov.uk/safety

13. Junk Faxes and Direct Marketing calls

We understand that you may wish to limit approaches from direct marketing organisations. If this is so, please contact the Direct Marketing Association. It operates the Telephone Preference Service, the Fax Preference Service, the Mail Preference Service and the Email Preference Service (contact details on page 10), to ensure you do not receive unwanted approaches from direct marketing organisations.

14. Confidentiality

Any information about yourself or your affairs, which you provide to ntl will be treated in strict confidence. ntl is registered under the Data Protection Act 1998 and we operate within its guidelines and within the guidelines of European legislation. If you have any queries about our privacy policy, please refer to ntl's website www.ntl.com/home, or contact your local Customer Management Centre.

15. Complaints Procedure

ntl would like to know if you have any difficulties associated with the service you receive, so that we can try to put matters right. All such problems should be taken up immediately with our customer services department, who will do their best to resolve any issues you may have. ntl aims to give you an acknowledgement to any problems raised within 2 working days, and a resolution to the problem within 10 working days. However, it must be recognised that some cases may take longer than others. In all cases, ntl will work with you to resolve such problems. You may of course choose to take the matter to an independent body (see paragraph 15.1).

15.1 Independent Advice

We hope that we will be able to put the matter right in most cases, however if you feel that you would like independent advice, you may obtain it from your local Citizens Advice Bureau, Consumer Advice Centre or other regulatory bodies.

15.2 Ofcom

Ofcom exists to further the interests of citizen-consumers through a regulatory regime which, where appropriate, encourages competition. This was set up by Parliament in

December 2003 to regulate the communications industry within the UK. Ofcom has a Board with a non-executive Chairman and both executive and non-executive members. The Executive runs the organisation and answers to the Board, whilst the work of both Board and Executive is informed by the contribution of a number of advisory bodies. The Ofcom Board provides strategic direction for Ofcom. It is the main statutory instrument of regulation, with a fundamental role in the effective implementation of the Communications Act 2003. Lord Currie of Marylebone chairs the board. Its membership is published. There are eight additional members including the Chief Executive of Ofcom and two members from the Ofcom Executive.

Advisory Committee for the nations:

Ofcom assumed its powers on 29 December 2003. Ofcom has separate advisory committees for the Nations on the whole breadth of its communications responsibilities in Scotland, Wales, Northern Ireland and for the English Regions. These have been set up under statute, specifically Section 20(1) of the Communications Act 2003.

Advisory Committee on Elderly and Disabled Persons

The advisory committees have been established to advise the Ofcom Board and, as appropriate, the Content Board and Consumer Panel on issues concerning elderly and disabled persons. The committees have been set up under statute, specifically, Section 21(1) of the Communications Act 2003. They will also advise Ofcom

on its requirements to promote equality of opportunity for disabled persons under Section 27 (3) of the Communications Act. They will advise Ofcom on the views and concerns of citizen-consumers with disabilities and/or those who are elderly. The nature and composition of these advisory committees have been established following Ofcom's assumption of its powers on 29 December 2003, so please check with Ofcom if you wish to find out where best to send your query **BUT PLEASE REMEMBER TO COME TO US FIRST. MOST PROBLEMS CAN BE SORTED OUT FAR MORE QUICKLY THIS WAY.**

16. Dispute Resolution – the Telecoms Ombudsman OTELO

16.1 What is Dispute Resolution?

Because legal actions can be lengthy and expensive, ntl offers a straight forward alternative to court action in the form of a dispute resolution process for most claims relating to services covered by this Code. This is done through the Office of the Telecommunications Ombudsman, known as OTELO. If you have a claim that may be legally enforceable, you may wish to seek your remedy against ntl through the courts or choose to resolve it through the OTELO dispute resolution process. Dispute Resolution involves the use of an Ombudsman who is independent of ntl. The service is free to consumers. Otelo investigates customers' complaints about communication services. The types of complaints it considers are:

- "Telephony" – this covers mobile and fixed phones, faxes and internet services

- Certain phone services, like Short Messaging Services (SMS or texting), voice mail and call forwarding
- Services and products for disabled people, like text relay and free directory enquiries. Before OTELO can get involved, you must have given ntl a chance to put things right. If your complaint is justified, the Ombudsman will consider whether ntl must take any action to put things right for you. ntl has undertaken to honour the Ombudsman's decision.

16.2 Qualifying Criteria

If it is clear that your complaint does relate to one of the services covered by this Code, and the amount you are claiming is no more than £5,000, you have the right to make a complaint to OTELO (if the claim is in excess of £5000, ntl may still agree to submit the dispute to OTELO should you wish, but reserves the right to put the matter before the courts instead). Should the Ombudsman find that the complaint involves a complicated point of law, then the Ombudsman may recommend that you take the dispute to court. Should OTELO be unable or unwilling to resolve the dispute for this or any other reason, your applying to it cannot prejudice your right at law to pursue the matter in court.

16.3 The Nature of the Proceedings

The OTELO procedure offers a speedy way of resolving disputes. All evidence is submitted in writing, thus removing the need for you to present your evidence in person as you would before a court. The Ombudsman will come to a decision on the basis of written evidence and written submissions provided by both parties.

The Ombudsman's decision will be made known to both parties and will be legally binding.

16.4 How to Apply to OTELO

OTELO's details can be obtained from your Customer Management Centre or from OTELO (www.otelo.org.uk). An application to OTELO does not relieve you from any obligation you may have to pay ntl any amounts due. The address of OTELO is shown on page 10. Please note that there are some rules about when OTELO can accept your complaint:

- You must have told ntl about the problem within twelve months of first knowing about it.
- The problem must have happened on or after 1 January 2003. Once you have complained to ntl, you can involve Otelo in two situations:

Not making satisfactory progress:

You must give ntl up to three months to try to sort out the problem for you. If, after three months of making your complaint, you're still not happy with the way it's been handled, OTELO may be able to help. The deadline for bringing it to Otelo's attention is nine months from the date you first told ntl about the problem.

Getting a deadlock letter from ntl:

If you get a letter from ntl saying they will no longer be dealing with your complaint, that counts as a deadlock. You then have six months from the date of the deadlock letter to bring your complaint to OTELO.

Useful Addresses

	Name & web address	Address	Telephone no.	Facsimile no.
Advertising Advisory Services	Advertising Standards Authority www.asa.org.uk	2 Torrington Place London WC1E 7HW	020 7580 5555	020 7631 3051
	Office of Communications www.ofcom.org.uk	Riverside House 2a Southwark Bridge Road London SE1 9HA	020 7981 3000	020 7981 3333
Telephone Advisory Services	British Approvals Board for Telecommunications www.babt.co.uk	Claremont House 34 Molesey Road Walton-on-Thames Surrey KT12 4RQ	01932 251 251	01932 251 252
	National Quality Assurance Ltd www.otr003.com	Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, Beds LU5 5ZX	01582 539 000	01582 539 090
	Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS) www.icstis.org.uk	4th Floor Clare Building 4 Maguire Street London SE1 2NQ	020 7940 7474	020 7940 7456
Others	OTELO – Office of the Telecommunications Ombudsman www.otelo.org.uk	Wilderspool Park Warrington WA4 6HL	0845 050 1614	0845 050 1615
	Direct Marketing Association – Telephone, Facsimile, Mail Preference Service www.dma.org.uk	5th floor Haymarket House 1 Oxenden Street London SW1Y 4EE	020 7766 4420	020 7976 1886
	Hampshire Trading Standards www.hants.gov.uk/regulatory/	Sun Alliance House 47 Wote Street Basingstoke Hants RG21 7NG	01256 776 100	01256 817220
	Office of the Information Commissioner www.dataprotection.gov.uk	Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF	01625 545 745	01625 524510
	Internet Watch Foundation www.iwf.org.uk	5 Coles Lane Oakington Cambridgeshire CB4 5BA	01223 237 700	01223 235 870
	Internet Service Providers Association (ISPA UK) www.ispa.org.uk	23 Palace Street London SW1E 5HW	020 7233 7234	
	The London Internet Exchange (LINX) www.linx.net	2nd floor Geneva House 3 Park Road Peterborough Cambridgeshire PE1 2UX	01733 207 700	01733 207729
	Advisory Committee on Elderly and Disabled Persons	Riverside House 2a Southwark Bridge Road London SE1 9HA	020 7981 3000	020 7981 3333

What you need to know

Availability

ntl services are currently not available in certain areas.
Call us to find out if you can receive ntl.

Getting started

We charge a one-off fee to install your new service. After that, you pay an agreed monthly amount, for a minimum contract length of 12 months. All applications are subject to a credit check. For more information please visit our website or call the number below.

Additional charges

There's a £2 monthly administration fee if you don't pay by Direct Debit. All prices quoted are inclusive of VAT. Some ntl services require payment by direct debit.

Improving our service to you

For training purposes, calls to the ntl call centre may be monitored.

This information is correct at time of going to print 10/04.

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