

# JT Customer Code of Practice



# JT Customer Code of Practice

## THIS CODE OF PRACTICE:

- Describes the main services we provide to our customers
- Explains how to contact us about these services
- Describes what to do if you have a complaint, how we will resolve it, and what you can do if you are not satisfied with our response.

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# About us and our customer charter

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## ABOUT US

JT is an established communications company providing choice, value and innovation.

We offer a comprehensive range of communications services to business and residential customers.

## OUR VISION IS

“ JT will be the partner of choice for global telecoms innovation. ”

## OUR CUSTOMER CHARTER

- ✓ All customers will be dealt with effectively in a professional and courteous manner
- ✓ All goods on display in our stores will be clearly labelled and priced
- ✓ We will explain in full our services and promotions, ensuring that our pricing and charges are clear and simple to understand
- ✓ We offer a no quibble guarantee that any item purchased from us and returned in the same condition, including original packaging and documentation will be refunded within 14 days of purchase if a customer is not satisfied in any way with the product or service purchased

# How to contact us



Please contact us if you need advice, information or assistance.



#### HOME CUSTOMER ENQUIRIES (24 HOURS)

T: 882882  
E: [home@jtglobal.com](mailto:home@jtglobal.com)



#### OUR RETAIL STORE ADDRESS IS:

**18 Queen Street, St. Helier**  
Opening Times: 9am to 5.30pm, Monday to Saturday (excluding bank holidays)



#### BUSINESS CUSTOMER ENQUIRIES

T: 882345  
E: [business.solutions@jtglobal.com](mailto:business.solutions@jtglobal.com)



#### OUR MAIN OFFICE AND POSTAL ADDRESS IS:

JT PO Box 53  
No 1 The Forum  
Grenville Street  
St Helier  
Jersey  
JE4 8PB



#### ADVERTISING ENQUIRIES

The Directory & JTInsight  
T: 882508  
E: [advertise@jtglobal.com](mailto:advertise@jtglobal.com)  
W [jtglobal.com/advertise](http://jtglobal.com/advertise)



#### COMPLAINTS AND COMPLIMENTS

T: (01534) 882882  
E: [customer.services@jtglobal.com](mailto:customer.services@jtglobal.com)

## OPERATOR SERVICES

Calls to the following operator services are available 24 hours a day and free of charge to most callers:

### OPERATOR-ASSISTED CALLS

**T: 100**

(Calls connected by the operator will be charged at a higher rate than directly dialled calls. This service is not available to mobile callers)

### REVERSE-CHARGE CALLS

**T: 100**

(Calls made will be charged to the accepting caller. This service is not available to mobile callers)

### INTERNATIONAL OPERATOR ASSISTANCE

**T: 155**

(International calls connected by the operator are charged at a higher rate than directly dialled calls)

**Calls to the following customer services are charged at the published rate:**

### DIRECTORY ENQUIRIES

**T: 118534**

(for numbers in Jersey, other Channel Islands, the UK and Republic of Ireland)

### INTERNATIONAL DIRECTORY ENQUIRIES

**T: 118533**

Calls to other Directory Enquiry services beginning with 118XXX may incur different charges. Details of charges can be found on our website: [www.jtglobal.com](http://www.jtglobal.com)

## NUISANCE CALLS

Dealing with silent, unwanted or malicious calls?

This type of call can be annoying and cause inconvenience or concern.

If you want to take some action or need advice at any time of the day or night you can call our helpline by dialling **100**. We will be able to advise you on the most appropriate action. There are several solutions we recommend you to consider:

- don't answer with your number;
- don't feel obliged to talk to nuisance callers;
- don't give your details; and
- don't speak to the caller.

For malicious calls involving abusive and offensive language you can involve the police if you feel the situation is serious enough, because the caller may be committing a criminal offence under Article 51 of the Telecommunications (Jersey) Law 2002. It will help the police with their enquiries if you can record details of call times and content.

Whatever their nature, we are very concerned if calls of this type cause you distress. To help stop this type of call you should stay calm and:

If you wish, you can change your phone number and, as a further safeguard, ensure the new number is ex-directory.

If the incoming caller's number is withheld, you can programme your phone to block the withheld numbers. You can find more information on this service in our telephone directory or online in the landline section at [www.jtglobal.com](http://www.jtglobal.com)

To stop unwanted marketing calls you can register your telephone number with the Telephone Preference Service by calling **0845 070 0707** or by visiting [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

# Customer complaints



We are committed to providing world-class telecommunications services. Despite our best efforts, things can go wrong and if they do, then we would like to know so that we can put them right as soon as possible.

## HOW TO CONTACT US IF YOU HAVE A PROBLEM

If you have a problem with one of our products, a fault on your line or a bill enquiry then please call our:

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→ **Home Team** on T: **882882**

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→ **Business team** on T: **882345**

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## WHAT IF I AM NOT SATISFIED WITH THE WAY MY PROBLEM IS BEING HANDLED?

If you are unhappy with the way that your problem is being handled, you may complain by writing to:

**Customer Services Team  
JT PO Box 53  
1 The Forum  
Grenville Street  
St Helier  
Jersey  
JE4 8PB**

## RECORDING COMPLAINTS

To help us respond efficiently, our Customer Services Team keeps a record of any complaints we receive. This may include recordings of telephone calls, written notes of relevant telephone conversations, and making copies of written communications.

We will treat the records we keep as confidential and will handle them within the relevant privacy and confidentiality legislation that applies in Jersey.

Please keep a note of the date(s) and time(s) when you've spoken with us about your complaint; who you spoke to; and what they said or committed to do.

If the Channel Island Competition and Regulatory Authority ("CICRA") becomes involved in resolving a dispute with you, we may provide them with copies of records we hold about your complaint.

We will normally keep records for three years after a customer disagreement or complaint.

## RESPONDING TO COMPLAINTS

We will do everything we can to resolve complaints, disagreements or disputes as quickly and efficiently as possible. Our Customer Services Team will investigate your complaint and discuss a course of action with you to make sure the matter is resolved quickly and to your satisfaction.

We aim to respond to all complaints within 2 working days and to provide a solution within 10 working days of receiving the complaint.

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## RESOLVING COMPLAINTS

While we intend to do everything we can to resolve complaints, disagreements or disputes, sometimes a satisfactory conclusion cannot be reached.

If a resolution has not been achieved within 3 calendar months, we or you may refer the matter to CICRA, who may be able to help resolve it satisfactorily. Even if CICRA is involved, we or you may still seek resolution through the courts of Jersey.

You can contact the CICRA at:

**Channel Island Competition and Regulatory Authority**  
**2nd Floor**  
**Salisbury House**  
**1-9 Union Street**  
**St Helier**  
**Jersey**  
**JE2 3RF**

**T: (01534) 514990**  
**F: (01534) 514991**  
**E: [enquiries@cicra.je](mailto:enquiries@cicra.je)**

Alternatively, you may wish to seek advice from independent bodies such as the Citizens Advice Bureau (Freefone 0800 735 0249) or Trading Standards (T: 01534 448160).

## COMPLIMENTS

We always like to know when our staff have given you exceptional service — and you can pass your comments directly to the staff member concerned. Alternatively, we would be delighted to receive written compliments.

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## COMPENSATION

If we fail to meet our stated minimum time scales for connecting or repairing our basic fixed or mobile telephony services, and we accept that we were at fault, you will be entitled to compensation.

If we don't meet our stated targets you can make a claim by writing to:

**The Customer Services Team**  
**JT PO Box 53**  
**1 The Forum**  
**Grenville Street**  
**St Helier**  
**Jersey JE4 8PB**

or by email [customer.services@jtglobal.com](mailto:customer.services@jtglobal.com)

We consider compensation claims only if we receive them within one month of installing the service or repairing the fault (as applicable). The payment of compensation claims will normally be made by a credit to your account. We calculate the amount of compensation using a standard formula (please see "Our commitment and targets" for further details).

Claims can be made only for connection or repair to fixed line services up to and including the master socket in the property (for customers who are on the fibre network, this means the Optical Network Termination or ONT and the JT supplied router). After this point the responsibility passes to the customer.

*We are not liable for any matters beyond our reasonable control including fire, lightning, explosion, war, disorder, flood, industrial disputes (whether or not involving our employees), severe weather, act of God (uncontrollable natural forces), acts of Government, epidemics or matters caused by anything a customer or a third party does or fails to do.*

The terms and conditions of use for the relevant service fully state our liabilities to you for any loss or damage you incur through using any of our services. A full statement of how we will pay compensation is given in our standard Service Level Agreement (SLA). You can download copies of all our terms and conditions and our SLA from [www.jtglobal.com](http://www.jtglobal.com) or get them from our shop at 18 Queen Street. Compensation that we offer in this consumer code and our SLA does not affect your statutory or common law rights under Jersey law.

## OUR COMMITMENT AND TARGETS

Our normal working day for service provision and repair is 8.30am to 5.00pm, Monday to Friday, excluding bank holidays.

We try to provide and maintain products and services to our target times. If we fail to keep our promise, you may be able to claim compensation.

In this section, we have set out our targets for providing and repairing telephone exchange lines (including any broadband internet services) and also mobile telephone services.

### PROVISION OF YOUR FIXED LINE SERVICE

If you wish to switch your existing service(s) to another Provider, we aim to transfer your line(s) to your new Provider within 5 working days.

If you would like to move your existing JT line, or require a new JT line, our target time to complete your installation is 10 working days.

If an engineer has to visit your premises, or additional network line plant is required, our target time to complete your installation is 15 working days.

Beyond these targets, we will be happy to meet your preferred connection date.

If we are unable to install the service to the promised date, then:

- we aim to keep you informed of progress in completing the work; and
- we will offer to divert all incoming calls on your new service to an alternative local fixed or mobile number. (In this case we will waive the charges for setting up the diversion and the normal cost for diverting incoming calls. You may retain the diversion service until we complete the installation of your service.)

If we are late installing your service, you may claim compensation based on a standard formula of £10 for every working day that we miss our delivery target, up to a maximum payment equivalent to the full installation charge for your order.

### PROVISION OF YOUR BROADBAND SERVICE

We aim to connect broadband services within 10 working days. A fixed line service is required to provide the broadband service and this should be requested at the same time as the broadband service if one is not already existing in the property.

### PROVISION OF YOUR MOBILE SERVICE

We aim to complete all requests for service connection within 1 working day. If we are unable to meet this target, we will keep you informed of progress to complete the work.

If we are late providing your service, you may claim compensation based on a standard formula of £10 for every working day that we miss our delivery targets, up to a maximum payment equivalent to the full connection charge for your order.

### REPAIR OF YOUR SERVICE

(excluding any equipment connected to the line)

Our aim is to repair all service-affecting faults on standard telephone lines for all customers within 2 working days (15 working hours) of the fault being reported to us.

If we are unable to repair the service on target, then:

- will keep you informed of progress to complete the work; and
- we will offer to divert all your incoming calls to an alternative local fixed or mobile number, free of charge. (In this case we will waive the charges for setting up the diversion and the normal cost for diverting incoming calls. You may retain the diversion until we complete the repair of your service.)

If we fail to keep to our target time for repairing your service, you can claim 50% of a standard month's service rental (for the affected service) for the first working day that we miss our target for repairing your service. This can be increased by a further 20% for each subsequent full working day that we miss our target, up to a maximum payment of 1 full month's rental.

### REPAIR OF YOUR MOBILE SERVICE

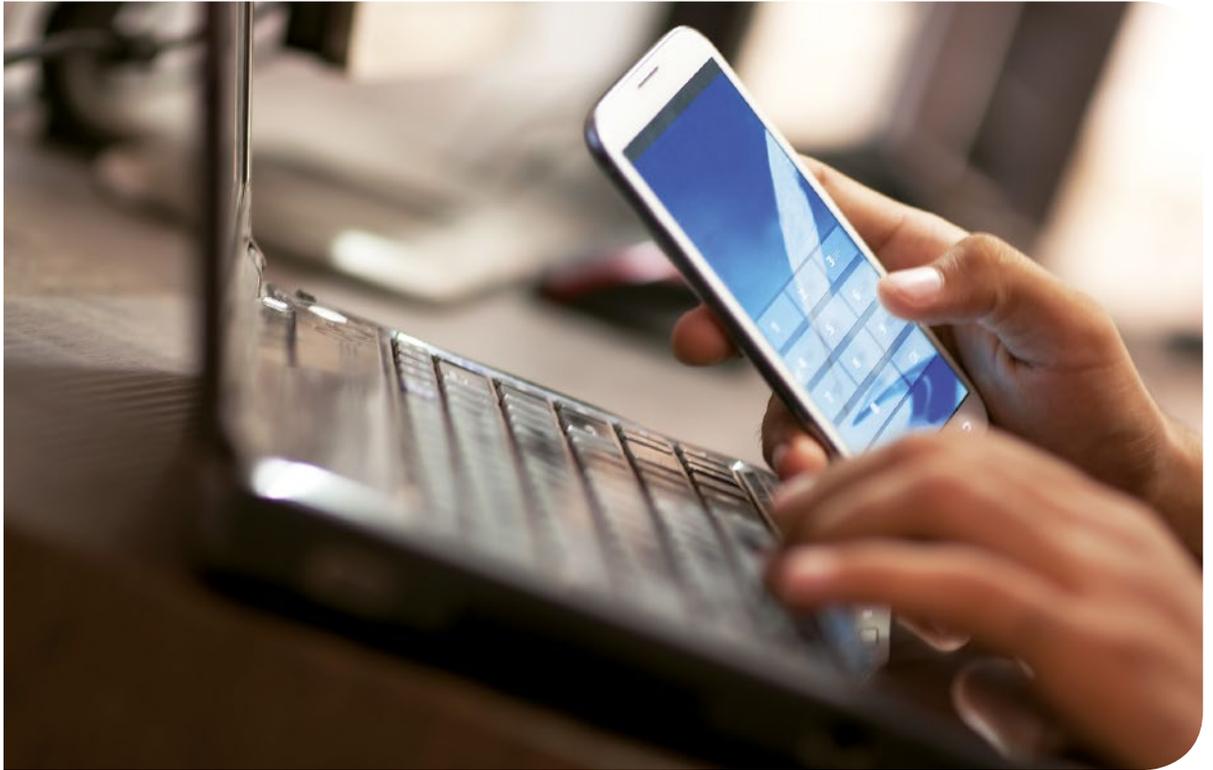
We aim to repair all service-affecting faults on your mobile service within 1 working day of the fault being reported to us.

If we are unable to repair your service by the promised date and time, we will keep you informed of progress to complete the work.

If we fail to keep to our promised target time for repairing your service, you can claim 50% of a standard month's service rental (for the affected service) for the first working day that we miss our target for repairing your service. This can be increased by 20% more for each subsequent full working day that we miss our target, up to a maximum payment of one full month's rental.

# Provision of our main services and fault reporting

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JT is licensed to run the licensed telecommunications system and provide telecommunications services to, from and within the Bailiwick of Jersey. A copy of our licence is available at [www.cicra.je](http://www.cicra.je)

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## FIXED-LINE TELEPHONE SERVICE

We take full responsibility for providing and repairing your fixed line service up to your main socket (for customers who are on the fibre network, this means the Optical Network Termination or ONT and the JT supplied router).

If you wish to have extension sockets, these can be added by JT at a charge or by a qualified electrician who must adhere to our standard wiring guide (available to download). If an extension socket becomes faulty JT can fix this for you at a charge, or free if under warranty with JT.

To apply for any of our telephone tariff packages, please complete the online forms or download them from our website [www.jtglobal.com](http://www.jtglobal.com) or contact us on [home@jtglobal.com](mailto:home@jtglobal.com) or **882882**.

The Exchange Line Terms and Conditions of service apply to the provision of our fixed line telephone service. These can be downloaded from [www.jtglobal.com](http://www.jtglobal.com) or copies are available from our shop.

We charge a line rental, payable in advance, for all telephone lines. There is a one-off charge for the connection and reconnection of all telephone services. All new fixed telephone line installations incur a minimum term rental charge of 12 months unless you are advised otherwise.

Telephone calls are billed to you after they have been made. The cost of making calls is set out on our website.

A minimum charge of 7 pence applies to all chargeable calls from fixed lines, including local calls on most of our tariffs. For details on our call charges please refer to [www.jtglobal.com](http://www.jtglobal.com)

**Daytime** call rates apply from 8am to 6pm Monday to Friday

**Evening** call rates apply from 6pm to 8am, Monday to Friday

**Weekend** call rates apply all day Saturday and Sunday

Please note that charges from Jersey to some mainland UK Freephone, premium rate and other specialised service numbers may differ from those advertised by the providers of such services.

## MOBILE SERVICES

For communications on the move, we offer a choice of contract and pay-as-you-go mobile tariffs.

If you would like information or advice to help you decide which mobile package is right for you, please:

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- call our home team on **882882**

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  - visit our shop at **18 Queen Street**

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  - visit our website at [www.jtglobal.com](http://www.jtglobal.com)

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## BROADBAND INTERNET SERVICE

You can connect to the internet using either your landline or mobile by choosing a broadband service. Details of both services can be found on [www.jtglobal.com](http://www.jtglobal.com)

For more details on our broadband Internet service, or if we can help with any of your communication needs:

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- send us an email: [home@jtglobal.com](mailto:home@jtglobal.com);
  - call us on **882882**
  - visit our website [www.jtglobal.com](http://www.jtglobal.com); or
  - visit our shop at **18 Queen Street**
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## TELEPHONE DIRECTORY

A basic entry is provided as standard in the Jersey Telephone Directory for every fixed line service. You can make your number ex-directory by notifying us on the application form for service or by writing to us.

If your number is listed in the Jersey Telephone Directory, we will also publish it online, and make it available to third parties who provide directory enquiry or related services.

The telephone directory is distributed free of charge throughout the island between March and May each year. We have a policy of delivering only 1 telephone directory per residential household. If you need additional copies or have moved into a new home or premises at any other time of the year, you can collect directories from our shop.

An online version is available at [www.thejerseydirectory.com](http://www.thejerseydirectory.com)

We actively encourage our customers to recycle their old telephone directories. Do look out in the local press for details of recycling points around the island!

## CALLING LINE IDENTITY

Your calling line identity (your CLI or telephone number, e.g. 01534 882882) will usually be made available to the person you are phoning on all calls.

In the case of ex-directory fixed line telephone services, your telephone number will not be released, although you have the option of overriding this on all calls if you wish.

However, in the case of mobile telephone services, your telephone number will always be released even if your number is ex-directory. Although many mobile telephone handsets allow you to withhold your CLI on normal voice calls, it will always be released when sending SMS text messages or MMS picture messages.

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## PUBLIC PAYPHONES

We provide public payphones where customers can make the following types of calls:

- most types of **voice telephony calls**, including local, mobile, national and international calls;
- calls to **Directory Information Services** (118xxx);
- **emergency calls** (which are free) (112 or 999);
- **Freephone services calls** (0800 xxx xxx); and
- calls to **operator-assisted services**.

If you have any problems with our public payphones, please dial **100**.

Some payphones are privately owned and are the responsibility of the owner of the premises where they are situated. Call charges on these payphones are set by the owner. If you are having difficulty using a privately owned payphone, you should contact the owner in the first instance.

If you would like assistance from a public payphone, please dial **100**.

## CUSTOMERS WHO REQUIRE ASSISTANCE

BT's TextDirect service is supported by JT and enabling hearing-impaired and speech-impaired people to communicate with other people directly anywhere in the world. The service can be used by textphone or voice phone users who want to talk to a textphone user.

If a call is between people using an ordinary voice phone and a textphone, an RNID Typetalk operator will automatically join the call and translate typed words to voice and spoken words to text.

Textphones are available to hire or purchase from the Hearing Resource Centre at:

**The Hearing Resource Centre  
Overdale Hospital  
Westmount Road  
St Helier  
Jersey  
JE1 3UH**

Telephone: (01534) 443030

Alternatively, you can find further information on the TypeTalk website [www.typpetalk.org](http://www.typpetalk.org), and also at [www.jtglobal.com](http://www.jtglobal.com)

A range of hearing aid-compatible phones are available from our shop at **18 Queen Street**. All JT's public payphones are equipped with inductive loops for the hard of hearing, and most are accessible by wheelchair.

With the Health and Social Services department, we also provide community alarm care-phones for customers whose needs meet certain medical or social criteria. For further information contact Health and Social Services on (01534) **442000**.

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## FREEFONE, PREMIUM RATE AND OTHER SERVICES

We offer local premium rate, Freefone and other specialist services. To discuss the options available and associated charges, please call **882882**.

### Premium rate calls

Premium rate calls are charged at a higher rate than normal calls and begin with the dialling codes **090** and **070** and are 11 digits long. The types of services provided are competitions, voting, live chat and downloads, such as ringtones.

If you want more details about call charges, please visit **[www.jtglobal.com](http://www.jtglobal.com)**

Premium rate services are regulated by Phonepayplus. Phonepayplus publishes a code of practice, which sets out guidelines on how these services must be provided.

If you have a complaint about a premium rate service, please contact Phonepayplus who may be able to help you. Their contact details are to be found on **[www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)**

If you wish to restrict access to premium rate service numbers, you can use our call barring service. Please contact us on **882882** to set up call barring.

## FAULT REPORTING SERVICE

To report a home fault on a JT line, please call **882882** or **882345** for business line faults.

As we do not want to charge you for an unnecessary visit, we recommend you complete the following checks before calling us:

- ensure that all switches on your phone or equipment are in the correct position. If you are unsure, please refer to your user guide;
  - ensure that the power is switched on if your phone or equipment needs a power supply;
  - that your line cord is correctly installed in the telephone equipment and telephone socket;
  - ensure that all batteries are in good working order; and
  - try unplugging the telephone and changing it for a known working one if you have one. If the fault disappears, then the telephone is probably faulty. Alternatively, try the telephone in another socket that is known to be working. This will also prove whether your equipment is faulty.
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## WHAT TO DO IF YOUR TELEPHONE IS FAULTY

If your phone or equipment is faulty, please check the purchase or rental details. If it is not rented or purchased from JT, please contact your supplier.

If your phone or equipment was purchased or is rented from JT, please contact our home team on **882882**, who will help you trace the problem to your service or your telephony equipment. Should the fault be with your equipment, we will advise you what action you should take and where you should return your product for inspection/repair, or a refund if appropriate. You must show proof of purchase if your equipment is to be repaired under warranty. In most cases, we will loan equipment free of charge while yours is in for repair.

If an engineer is called to your premises to repair your telephone and if any relevant warranty has expired, or if the fault has occurred through misuse or damage, then we will charge for the visit or repair or both. We set out a full description of all circumstances under which we will charge for repairs in our terms and conditions of service, which can be downloaded from **[www.jtglobal.com](http://www.jtglobal.com)** or obtained from our shop at **18 Queen Street**.

## REPAIR SERVICE

We will be able to remotely test your line while you wait, to help establish the source of the problem.

If we have to visit your home or premises, an appointment can be made between 8am and 5pm, Monday to Saturday. If one of our engineers is called to your premises to repair your telephone service during normal working hours a charge will only be raised for the visit if the fault is proven to be on the customer side of the main socket (the cost of any repair of our line up to the main socket is included in your rental charge).

We aim to rectify faults within two working days (15 working hours). Sometimes factors outside our control can extend the time taken to make repairs. If we are unable to repair your telephone service within our target time, we will contact you.

Further details are set out in "Our Commitment" on pages 8 & 9.

Lightning can damage telephone equipment, so we strongly recommend that if a storm is likely, you unplug any telephones, routers, satellite receiver etc from your telephone line, as well as from any electric supply. We will repair damage by lightning, free of charge, to any apparatus (except for computer equipment) that is rented or covered by a JT maintenance contract. Lightning damage to any other equipment will be charged at our normal repair-charge costs.

You should insure your equipment, both purchased and rented, against loss or damage; particularly mobile phones where the replacement cost may be much higher than the original purchase price.

# Billing Code of Practice

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## CHARGES FOR OUR SERVICES

We will provide all customer's with 30 days' notice, before any price changes which may affect their product or service. We will communicate these changes in the following ways:

- For mobile services notices will be posted in the JT retail shop and on **[www.jtglobal.com](http://www.jtglobal.com)**
  - For fixed line and broadband services notice will appear in the gazette section of the Jersey Evening Post.
  - We will also ensure to contact customers via letter, email or telephone, to advise of any changes that may significantly impact them.
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## RECEIVING AND PAYING YOUR BILL

We bill monthly and ask new customers to pay by direct debit. If you choose not to pay by direct debit, we will ask you to make an advance payment into your new JT account when you apply for your new service.

We offer many payment options such as online banking, debit/credit card, automated payment line and cash and cheque payment at all local post offices. You are also able to pay by cash through Payzone terminals at many convenience stores.

Bills are calculated on the 28th of each month and you should receive your bill within 10 days of the bill date. Your telephone bill is payable on demand. For the majority of customers who pay by direct debit, payments are taken on or around the 18th of each month.

## ONLINE BILLING AND CALL ITEMISATION

Help us reduce the amount of paper used and care for the environment by signing up to online billing. We provide a service that allows you to view your telephone charges online including a full itemisation of all calls made. To create an online billing account please go to **www.jtglobal.com**. Alternatively, we can provide a full itemisation print out each month. Please contact our home team on **882882** or by email at **home@jtglobal.com**

## IF YOU HAVE DIFFICULTY PAYING YOUR BILL

It is important to tell us straight away if you cannot pay your bill promptly. We may be able to help in one of the following ways:

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- By drawing up a repayment plan. This will help you pay the amount over an agreed period. When we agree the repayment plan with you, we will take your payment history into account.

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  - To avoid a larger debt building up, we may ask you to agree to have your service restricted to incoming calls only until you have completed your repayment plan. In this case, we will not charge for restoring the service when any debt has been cleared.

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  - We will provide free barring of international or premium rate calls (or both), if these types of calls have contributed towards your payment difficulties.

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  - When appropriate, we can offer advice and information if unauthorised calls have been made on your phone to premium rate numbers.

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Alternatively, you may contact the Citizens Advice Bureau on Freephone **0800 735 0249** for independent advice.

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## UNPAID BILLS

If your bill is not paid as expected, we will act as follows:

- 30 days after the date of the bill, we will send a reminder stating that you must pay the correct amount within a further 10 days from the date of the reminder.
- If a bill is not paid and there is no history of previous non-payment, we will try to contact you by phone before we restrict your account in any way.
- If you do not make the payment by the given date, we will restrict service to incoming calls (calls to emergency services will still be possible).

We will do everything possible to avoid disconnecting your telephone service. However, if we have still not received payment within a further 7 days of restricting your service, we will fully disconnect your telephone service and will not reconnect it until we have received full payment. No charge is applied for restoring your service.

If you do not pay a debt after your service has been disconnected, we will end your contract with us and start legal action to recover the debt. We may ask a debt collection agency to collect the money on our behalf.

We may also share information about debts with other organisations that give credit.

We reserve the right to charge interest on any amounts outstanding on your account after the date payment is due.

## IF YOU DISPUTE ANY ITEM ON YOUR BILL

If you disagree with any item on your bill, please let us know and then pay the undisputed amount while your query is being investigated. If you leave an amount unpaid and do not let us know you are disputing it, we may apply restrictions to your service.

# Terms and conditions of service

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This Customer Code of Practice is a summary of the terms under which we provide products and services to our customers.

The Exchange Line Terms and Conditions apply to your landline telephone service and set out the full terms under which we provide telephone service to our customers. Our standard SLA describes how and when we will pay compensation to you, as described in this Customer Code of Practice. Further terms and conditions govern the provision of other services to customers and are available on our website [www.jtglobal.com](http://www.jtglobal.com) or ask for them at our shop at **18 Queen Street**.

If there is any difference between this Customer Code of Practice, our terms and conditions of service and our SLA, then our SLA, followed by our terms and conditions, will take precedence over the Customer Code of Practice.

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## CONFIDENTIALITY

Any information you provide us with to enable us to provide you with telecommunications services will be kept confidential and subject to the laws of Jersey on the protection of personal data (Data Protection (Jersey) Law 2005). We will safeguard the privacy and confidentiality of all messages (including voice and data) transmitted over our network, subject to the relevant laws of Jersey. For quality control, security and training purposes, calls to JT are recorded and may be monitored.

It is our policy to only provide information about an account to the account holder or authorised signatories. Should you wish to authorise other people to discuss your account with us please contact us and we will advise you of the procedure.

Requests for an account itemisation printout or copy invoice can only be requested by the account holder or authorised signatories and proof of identity will be required prior to the request being processed.

## MINIMUM CONTRACT TERMS

All our landline services are provided on a minimum contract term of 12 months however longer options are also available. Mobile services are provided on minimum contract terms of 1, 12, 18 or 24 months, which will be stated at the time of ordering.

This means that if you ask us to discontinue your service within the contract period, we will charge you the standard service rental for the rest of the contract period, unless another person takes over the service without a break. Please contact us if you would like any further information about minimum contract terms.