



How to Make a Complaint to Telecom2 about a Premium Rate Services

We're here to help if you've had a problem with a **Premium Rate Service** (like a paid call or text service that uses a 09, 087, 118, or 5-digit shortcode).

How to Contact Us

- **Email:** info@telecom2.net
- **Phone:** 0207 058 1000 (Mon–Fri, 9am–5:30pm) – Calls are usually included in landline or mobile bundles, or charged at your provider's standard rate. We aim to answer all calls from customers during our business hours:

What Telecom2 Will Need to Investigate Your Complaint

To help us handle your complaint quickly, it's useful if you can provide:

- A short explanation of the issue
- Your phone number
- The number you called
- The date and time of the call
- A copy of your phone bill (if you have it)
- Your contact details (email, phone or postal address)

Don't worry if you don't have everything right away – we can still get started.

We Can Help With

- Questions about calls to Premium Rate numbers
- Issues with service quality or content
- Questions about the **Service Charge** (set by Telecom2)

Note: If your question is about the **Access Charge** (what your phone company charges to connect the call), you'll need to speak directly with your phone provider.

What Happens Next

- We'll acknowledge your complaint within **1 working day**
- We aim to resolve most issues within **5 working days**

We'll keep you updated throughout the process, so you're never left in the dark. Our team will work to investigate your issue thoroughly and resolve it as quickly and fairly as possible. Once a decision is made, we'll share the outcome with you promptly.

Helping Vulnerable Customers

If you're dealing with a difficult situation (like a health condition, financial hardship, or anything else that affects how you interact with PRS services), we'll treat your complaint with extra care.

We'll always:

- Be patient and listen to you
- Explain things in simple language
- Give you more time if you need it
- Keep your information private
- Treat you with respect

We log every enquiry, our actions, and the outcome to ensure fairness and improve our service.

Want to Make a Formal Complaint?

- **Post:**

Complaints Manager, Telecom2 Ltd, Cotswold House, 219 Marsh Wall, London E14 9FJ

We recommend putting detailed complaints in writing to make sure everything is clearly understood.

What Happens During a Formal Complaint

- Your complaint goes to our Complaints Manager
- You'll receive confirmation we've received it
- We'll investigate and see if it was handled fairly
- We'll then offer a resolution if needed

Still Not Happy?

If you're not satisfied after we've responded:

Contact Ofcom (the UK telecoms regulator)

[Complain to Ofcom](#)

Call: 0300 123 3333 or 020 7981 3040
