

Code of Practice for Domestic and Small Business Customers

Introduction to our company and services

XLN telecom ltd is an independent company that delivers communications services primarily to business customers. While we may not provide all the component parts of our services ourselves we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this code of practice

This Code informs you about our products, services, and customer care policies. This Code of Practice is published on our website www.xln.co.uk. Additional copies are available on request and free of charge to any domestic and small business customers. It is also available in larger print.

How to contact us

Please contact our Customer Service Team.

- By phone: from 8.30am until 5.30pm Monday-Friday on Customer service: **0800 652 2530**.
- By email: **service@xlntelecom.co.uk**
- By fax: **0207 793 5549**
- By letter: **XLN Telecom Ltd. First Floor, Millbank Tower, 21-24 Millbank, London SW1P 4QP**
- Or via our website **www.xln.co.uk**

Our commitment to you

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose those providers carefully to ensure that you get a high quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

Our products and services

- Landline calls
- CPS-Carrier Pre-Selection
- WLR -Wholesale Line Rental
- Broadband access (standard ADSL and fibre to the cabinet)

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on Customer service: **0800 652 2530**.

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on Customer service: **0800 652 2530** or see our website **www.xln.co.uk**

Marketing

We work to the principles within the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website, www.cap.org.uk

Terms and conditions

When you subscribe to a service from XLN TELECOM LTD, we will send you our Standard Terms and Conditions. If you have any questions, please phone our Customer Service Team on Customer service: **0800 652 2530**. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services is 12 or 24 months. You will be notified of the length of the contract when you sign up for our services and it will also be set out in your welcome letter. We aim to provide services within fourteen working days of your original request, subject to the availability and installation of any equipment and, where appropriate lines to your premises. If we need to carry out a survey of your premises or lay additional cabling we will advise you of the revised timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so. Where you are transferring your telephone or broadband service to XLN from another provider, you will not be charged if you cancel your order within the 10 working day transfer period. If you cancel any new line installation 48 hours or less before the confirmed appointment date you will incur a missed appointment fee.

After your service has gone live with us, should you wish to terminate your contract within the minimum term of 12 or 24 months (as applicable) we will charge a fee as set out in your contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on giving us 30 days' notice.

Faults and repairs

Please call our Customer Services Team on Customer service: **0800 652 2530** if you experience a fault with any of our services or call **0808 178 5200** for our Broadband Technical Support team. We aim to have this investigated and repaired within three working days.

Where there has been a prolonged failure or interruption to our service which is the fault of XLN TELECOM LTD, we will only pay compensation which equates to a refund of our line rental charges or package charges (as applicable) for the period the service was unavailable to you. The payment of such compensation is entirely at the discretion of XLN TELECOM LTD and will be considered on a case by case basis.

Price lists

Our pricing structure is available from our Customer Service Team on and via our website www.xln.co.uk/legal-documents#telco. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly.

You can choose to pay us via a range of options including credit card, cheque and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team on Customer service: **0800 652 2530**.

We provide itemised bills as part of our service to you free of charge.

If you have difficulty paying your bill, please contact us on Customer service: **0800 652 2530** and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection. Please refer to XLN TELECOM LTD's company terms and conditions.

If you are moving home or office

Please call our Customer Service Team on Customer service: **0800 652 2530** no later than 30 days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number porting

XLN TELECOM LTD recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on Customer service: **0800 652 2530**.

Directory entries

You are entitled to a directory listing (including an entry in the phone book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our customer service team on Customer service: **0800 652 2530**.

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team on Customer service: **0800 652 2530**. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing at **XLN Telecom Ltd. First Floor, Millbank Tower, 21-24 Millbank, London SW1P 4QP**.

We will try to resolve your complaint quickly and efficiently and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Chief Executive Officer at the above address. If we cannot resolve the problem, we will write to you to say so.

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 8 weeks or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from **Ombudsman Services PO Box 730 Warrington, Cheshire, WA4 6WU - Tel: 0330 440 1614 - email: osenquiries@os-communications.org Website: www.ombudsman-services.org/sectors/communications.**

Ombudsman Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Nuisance calls

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on Customer service: **0800 652 2530** to report the incident and for information on how to deal with it.

We encourage parents to register the mobile phones of their children and take responsibility for all customer care enquiries.

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services for customer who are older or who may have a disability, including:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill

Copies of this Code are available in larger print and other formats on request

Data protection

We comply fully with our obligations under the Data Protection Act 1998.

Website: www.ombudsman-services.org/se