

## Customer Complaints Handling Code

At XLN, we are committed to providing our customers with exceptional service. However, we understand that there may be times when our services do not meet your expectations. If this happens, we want to hear from you as soon as possible so that we can work to resolve the issue promptly and to your satisfaction.

### How to raise a complaint

Get in touch with us using one of the following contact methods:

- **Live Chat** – Click on the "Welcome to XLN Live chat!" icon on the bottom right of our website pages.
- **Web Form** – Complete the quick [web form](#) on our complaints page.
- **Email** – Send us an email to [service@telecom-service.co.uk](mailto:service@telecom-service.co.uk).
- **Telephone** - Contact our service team on **0344 880 7777**
- **Post** – Write to us at: Complaints, XLN Telecom Ltd. First Floor, Millbank Tower, 21-24 Millbank, London SW1P 4QP

We aim to acknowledge customer complaints within 1 working day and provide an update within 5 working days, keeping you regularly updated thereafter. We aim to resolve all complaints within 28 calendar days.

To help us reach a resolution as quickly as possible, please have the following information to hand when you contact us:

- Your XLN account number
- A contact telephone number and/or email address
- As much detail as you can provide about the issue
- What you feel we can do to fairly resolve the matter

In the majority of cases, we have found we are able to quickly resolve any issues, however, if you find that you are dissatisfied with our initial offer of resolution, you can request that your complaint is escalated to a higher level. A manager or senior complaint handler will review your complaint and aim to provide a satisfactory resolution.

If you remain dissatisfied after your complaint has been escalated, or if eight weeks have passed since your complaint was made – then, we will provide you with an Alternative Dispute Resolution (“ADR”) letter outlining our final position.

Your ADR letter will allow you to refer your complaint to the Communications Ombudsman, subject to eligibility.

## Communications Ombudsman

The Communications Ombudsman provides an independent service to domestic or small business customers (with 10 employees or less) who are not satisfied with the resolution of their complaint. You must contact the Communications Ombudsman within 12 months of receipt of an ADR letter.

Post:

Communications Ombudsman

PO Box 730

Warrington

WA4 6WU

Website: [www.commsombudsman.org](http://www.commsombudsman.org)

Email: [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)

Phone: 0330 440 1614 (Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm)

## Ofcom

Ofcom is the regulatory body for the communications industry. Ofcom oversees our service provision within the terms of the Communications Act 2003 that are relevant to us.