

## X.COMMUNICATIONS LTD.

### Part 1 - Code of Practice for Small Business Customers

#### Introduction to our Company and Services

X.Communications Ltd is an independent company that delivers communications services to the SME, corporate, government and public utilities sectors. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. 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, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website [www.xcomm.co.uk/about/compliance/](http://www.xcomm.co.uk/about/compliance/). Additional copies are available on request and free of charge to any small business customer. A small business customer is defined in the Ofcom General Conditions as a business in which ten or under, individuals work (whether as employees or volunteers or otherwise). This relates to the provision of Fixed Voice and Fixed Broadband Services only.

#### How to Contact Us

Please contact our Customer Service Team using one of the following:

By Phone: 03333 447090  
Opening Hours: 9am until 6pm Monday-Friday

By Email: [helpdesk@xcomm.co.uk](mailto:helpdesk@xcomm.co.uk)  
By Letter:

Customer Support  
X.Communications Ltd  
Unit 17  
Hollins Business Centre  
62 Rowley Street  
Stafford  
ST16 2RH

Our registered office address is:

X.Communications Ltd  
International House  
24 Holborn Viaduct  
London  
England  
EC1A 2BN

#### 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 standards, laws and regulations.

### Our Products and Services include:

- Landline telephone lines (PSTN lines)
- Landline calls
- WLR – Wholesale Line Rental
- Mobile telephone and data services
- Public/private/business two-way radio mobile radio services/ Common Base Station Services
- Equipment and maintenance service
- Network routers / switches
- IT Hardware sales
- VPN's and IPsec VPN's
- Multi-Network Mobile Sim solutions
- 4G/5G connectivity Solutions
- Wireless Solutions
- Firewalls
- Multi-Factor authentication systems
- FTTC / FTTP broadband connectivity
- Leased Line up to 10G connectivity
- Internet Access services up to 10Gb connectivity
- MPLS services
- SIP trunk services
- Geographic, Non-geographic, International numbers & Special Services numbers
- Cloud based call routing / forwarding solutions
- Virtual Servers
- Storage
- Encrypted Storage solutions
- VoIP Cloud based PBX solutions
- Unified Communications solutions with Mobile UC Integration
- Consultancy Services
- IT Solutions and Support services
- Microsoft Teams solutions
- Microsoft 365 implementation and support

For more details on any of our products and services, or to place an order immediately, please contact our Sales Team on 03333 447092.

### Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website [www.cap.org.uk](http://www.cap.org.uk).

### Terms and Conditions

When you subscribe to a service from X.Communications Ltd, we will send you our Standard Order for Service which we ask you to sign. This Order for Service is part of the Terms and Conditions under which we supply the services to you. These terms and conditions are available on our website <https://xcomm.co.uk/about/terms/>.

If you have any questions, please phone our Accounts or Sales Team on: 03333 447092. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services varies between 12 and 36 months depending on the type of services ordered. Fixed Voice and Broadband services have a contract duration of between 12 and 24 months when purchased by a small business as defined above. Installation timescales vary across the various products and services that we supply and are also subject to customer site access, equipment delivery timescales and potentially surveys that may be required. This may include us asking to see your Asbestos Register. We aim to provide services within three 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 inform 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 without charge within ten working days of your order being placed. For cancellations after ten working days, we will charge you an administration fee as set out in our terms and conditions. If you wish to terminate your contract within the minimum term of (as agreed with you and shown on your Order for Service documents), please call our Customer Service Team on +03333 447090. We may charge you an early termination fee. After the minimum term you can cancel any service by calling our Customer Service Helpdesk, giving us at least 60 business day's notice prior to the end of your contract period.

### **Faults and Repairs**

Please call our Customer Service Team on 03333 447090 or email: [support@xcomm.co.uk](mailto:support@xcomm.co.uk) if you experience a fault with any of our services.

For all customers, the operational service levels we aim to achieve, including for the activation of a new service, restoration following loss of service and keeping pre-agreed engineer appointments, are set out in our Terms and Conditions

### **Compensation and Refund Policy**

We do not offer automatic compensation payments in cases where the service level targets are not met and will assess any claim for compensation on a case-by-case basis. Any payment made will be on a purely discretionary basis.

We do not feel that fixed level compensation payments are appropriate for business customers, who we advise to seek other ways, such as insurance and network resilience, to protect themselves against the impact of any loss of service.

### **Price Lists**

Our pricing structure is available from our Sales Team on 03333 447092. We will publicise in advance if we change the pricing structure on your products and services however we would do this in line with our terms and conditions of service and only where special circumstances prevail.

### **Billing**

We will bill you monthly in advance.

We prefer all our customers to pay by direct debit however in certain circumstances we will accept BACS payments. We do not accept payment by cheque, credit card or cash. These are agreed at the start of your

contract. If you wish to change your method of payment at any time, please call our Accounts Team or email them at [accounts@xcomm.co.uk](mailto:accounts@xcomm.co.uk).

We provide fully itemised bills as part of our service to you. Printed bills are available upon request for a fee of £5 per month.

If you have difficulty paying your bill, please contact us on 03333 447092 and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection. In any event, you will be given 7 days' notice of any decision to disconnect your services.

### **Moving Home or Office**

Small Customers with Fixed Line voice and / or fixed Broadband services should call our Sales Team on 03333 447092 no later than 60 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 and will be dependent on several factors relating to the new address including access availability.

### **Number Porting**

X.Communications 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 for it to be "Ported" across to 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 Sales Team on 03333 447092. Please note that not all telephone numbers can be ported, and we will advise you ASAP if and when a number can be ported.

As a business we are happy to allow a customer leaving us to take their telephone numbers with them. We follow the Ofcom procedure for a number being "Ported" away. However, some number types cannot be ported and if your number falls into one of those categories, we will advise you within 5 days of your port away request.

### **Directory Entries**

You are entitled to a Directory Entry 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 03333 447092.

### **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.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code at:

[www.xcomm.co.uk/about/compliance/](http://www.xcomm.co.uk/about/compliance/) Alternatively, copies are available free of charge and on request from our Sales Team 03333 447092.

### **Services for People with Special Needs**

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are vulnerable or who may have a disability:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Text Relay Service
- Mobile SMS access to Emergency Services
- Third party bill management
- Access to a free Directory Enquiries service for people who are unable to use the printed phone book
- Copies of bills, contracts and this Code in an accessible format

#### **Data Protection**

We comply fully with our obligations under the Data Protection Act 2018 and the General Data Protection Regulation

## **Part 2 - Code of Practice for Calls to Premium Rate Service, Unbundled Tariff and Personal Numbers**

#### **Purpose of this Code of Practice**

This code informs you, our small business customers, about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to PRS numbers.

#### **Unbundled Tariff Numbers**

Unbundled Tariff Numbers are non-geographic numbers starting with 084, 087, 090, 091, 098, or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

Charges for these services are made up of two parts, a Service Charge and an Access Charge and the total is added to your telephone bill. You will see the Service Charge advertised by the company providing the service alongside the number. Depending on the type of number called, the Service Charge can be up to £3.60 per minute, or £6 per call or per text (including VAT). For more information, please see Appendix A for details on call charges (Below).

The Access Charge is retained by us, your phone company. Our Access Charge for calling Unbundled Tariff numbers is 11p/Min. Unbundled Tariff numbers in the 084, 087, 090, 091, 098, or 118 ranges are not included in any monthly call minutes allowance.

#### **Personal Numbers**

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are not included in your monthly call minutes allowance.

#### **Controlled Premium Rate Services**

Controlled Premium rate services (CPRS) are Unbundled Tariff numbers which cost 7p per minute or more. UK-based CPRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV vote lines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment. Calls to 118 services are capped at £3.65 for a 90 second call (including VAT) plus our Access Charge. For details on call charges, please see Appendix A below.

If you have a problem with Premium Rate Services, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to "09" numbers. Please call our Customer Service Team on 03333 447092 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA) which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at [www.psaauthority.org.uk](http://www.psaauthority.org.uk) to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the “Useful addresses” section below.

If you are unhappy with the help you have received from us on a problem with PRS, please contact Ian Smith on 03333 443538 and/or by email [ian.smith@xcomm.co.uk](mailto:ian.smith@xcomm.co.uk) who has responsibility for compliance with our code of practice for PRS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to Ombudsman Services

### **The Telephone Preference Service**

If you do not want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

## **Useful Addresses**

### **The Ombudsman Services**

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### **Ofcom**

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

W: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### **Phone-paid Services Authority**

40 Bank Street London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)

W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

### **Telephone Preference Service**

DMA House, 70 Margaret Street, London W1W 8SS

T: 0345 070 0707

E: [tps@dma.org.uk](mailto:tps@dma.org.uk)

W: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

### **Federation of Communication Services (FCS)**

The Grainger Suite, Dobson House, Regent Centre, Newcastle upon Tyne, NE3 3PF

T: 020 7186 5432

E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)

W: [www.fcs.org.uk](http://www.fcs.org.uk)

## Appendix A:

### Calls to Non-Geographic Calling Services Numbers (numbers starting 084, 087, 09 and 118)

Calls to Service Numbers starting 084, 087, 09 and 118 have a pence per minute Access Charge from X.Communications Limited, plus a Service Charge from the provider of the Service you are calling.

X.Communications has no control over the Service Charge rates from the Service Providers.

The X.Communications Access charge to all Service Charge destinations is 11 pence per minute plus Vat. All calls to Freephone numbers beginning 0800, 0808 and 116 have no charge.

Below is a list of Service Charge bands with their respective pence per minute and / or pence per call charges from the Service Provider. These charges are in addition to the X.Communications Limited Access charge of 11ppm where applicable.

### Non-Geographic Calling Services Charge Bands

Service Charge bands	Service Charge Pence per minute rates Ex Vat	Service Charge Pence per call rates Ex Vat	Xcommunications Ltd Pence Per Minute Access Charge (Ex Vat)
UK NGCS SC001	0.00	0.00	0.00
UK NGCS SC002	0.83	0.00	0.11
UK NGCS SC003	1.67	0.00	0.11
UK NGCS SC004	2.50	0.00	0.11
UK NGCS SC005	3.33	0.00	0.11
UK NGCS SC006	4.17	0.00	0.11
UK NGCS SC007	5.00	0.00	0.11
UK NGCS SC008	5.83	0.00	0.11
UK NGCS SC009	6.67	0.00	0.11
UK NGCS SC010	7.50	0.00	0.11
UK NGCS SC011	8.33	0.00	0.11
UK NGCS SC012	9.17	0.00	0.11
UK NGCS SC013	10.00	0.00	0.11
UK NGCS SC014	10.83	0.00	0.11
UK NGCS SC017	20.83	0.00	0.11
UK NGCS SC024	41.67	0.00	0.11
UK NGCS SC025	45.83	0.00	0.11
UK NGCS SC029	62.50	0.00	0.11
UK NGCS SC030	66.67	0.00	0.11
UK NGCS SC037	120.83	0.00	0.11



Service Charge bands	Service Charge Pence per minute rates Ex Vat	Service Charge Pence per call rates Ex Vat	Xcommunications Ltd Pence Per Minute Access Charge (Ex Vat)
UK NGCS SC038	125.00	0.00	0.11
UK NGCS SC039	129.17	0.00	0.11
UK NGCS SC041	166.67	0.00	0.11
UK NGCS SC046	0.00	4.17	0.11
UK NGCS SC047	0.00	8.33	0.11
UK NGCS SC053	0.00	40.00	0.11
UK NGCS SC054	0.00	41.67	0.11
UK NGCS SC055	0.00	58.33	0.11
UK NGCS SC057	0.00	83.33	0.11
UK NGCS SC058	0.00	120.83	0.11
UK NGCS SC059	0.00	125.00	0.11
UK NGCS SC060	0.00	166.67	0.11
UK NGCS SC062	0.00	250.00	0.11
UK NGCS SC066	129.17	64.17	0.11
UK NGCS SC067	20.83	66.67	0.11
UK NGCS SC068	202.50	0.00	0.11
UK NGCS SC069	8.33	291.67	0.11
UK NGCS SC070	202.50	202.50	0.11
UK NGCS SC074	4.17	4.17	0.11
UK NGCS SC075	8.33	8.33	0.11
UK NGCS SC076	33.33	33.33	0.11
UK NGCS SC078	125.00	125.00	0.11
UK NGCS SC079	166.67	166.67	0.11
UK NGCS SC084	62.50	208.33	0.11
UK NGCS SC087	108.33	250.00	0.11
UK NGCS SC088	0.00	304.17	0.11
UK NGCS SC092	5.83	5.83	0.11
UK NGCS SC093	10.83	10.83	0.11

**Appendix B:**

**Calls to Personal Numbers and other Special dialing codes**

<b>Special short code numbers</b>			
<b>Service Charge bands</b>	<b>Service Charge Pence per minute rates Ex Vat</b>	<b>Service Charge Pence per call rates Ex Vat</b>	
UIFS Universal International Freephone	0.00	0.00	
UK Emergency Services	0.00	0.00	
UK Emergency Services	0.00	0.00	
UK International Operator	1.40	0.00	
UK Freephone Non-Emergency NHS number	0.00	0.00	
UK Freephone	0.00	0.00	
UK Missing Children Helpline	0.00	0.00	
UK Freephone Child Helpline	0.00	0.00	
UK Freephone Emotional Support Helpline	0.00	0.00	
UK Freephone Police Non-Emergency	0.00	0.00	
UK Freephone Electricity Helpline	0.00	0.00	
UK Freephone NHS Test and Trace	0.00	0.00	



**Licence Number 002435**

**Correct at time of printing, published November 2020**