

XL Telecom Code of Practice Regarding Complaint Handling and Dispute Resolution for Public Sector & Small & Large Business Customers

1. INTRODUCTION

This Code of Practice (COP) provides a statement of the services available from XL Telecom to residential, public sector, small & large business customers, and those interested in finding out more about XL Telecom. It explains how we provide these services, and the key support services and company policies that underpin them. It describes your relationship with XL Telecom, how you can, and should, contact XL Telecom when you need help or want to change the services you have, and how we will respond. It also describes what you should do in the unlikely event of something going wrong. This code of practice can be found at <http://www.xltelecom.co.uk> under the Customer Service page and Code of Practice link at the foot of the Web site.

2. XL TELECOM (PART OF THE GLOW XL GROUP LIMITED)

XL Telecom is a trading name of The Glow XL Group the converged business of a number of businesses founded between 1990 and 2014 for telecommunications, tanning, nails, hair and beauty. Today, we serve business customers in the UK Ireland and United States of America.

The Glow XL Group Limited is owned and operated by two industry professionals with over 43 years of combined work within the telecoms and beauty industries and with corporate business across a number of sectors. We have been providing services through a variety of businesses over the last 20 years, and have decided to bring everything together in to a single business in order to provide a full spectrum of telephony services including physical telephone line and service audits, through to provision of call centre solutions, telephone numbers, voice call queuing and IVR all of which can be fully managed by our Clients or by XL Telecom.

We provide services and solutions to corporate customers, public sector, small-medium sized business as well as start-ups and growing businesses and you will be able to have full, real-time control of everything if you wish, through our unique online portal, or we can of course manage your entire solution for you. All of our development work is done in-house and we own all of our own technology, so we are not restricted in what we can provide for you.

MISSION STATEMENT

In the telecoms market and in today's current economic climate, companies are seeking cost cutting exercises, whilst still maintaining high quality services. XL Telecom's mission is to create new services that increase productivity and efficiency, maximizing profit potential through business re-engineering, making internal and external communication simple and cost effective. We also support clients going forward at all levels from full estate telephony management, to getting involved upon request.

COMPANY VISION

Through the use of innovative technology, XL Telecom is able to provide solutions and services which offer outstanding quality, enabling us to be a market leader in high quality, cost saving telecoms solutions. We provide end-to-end solutions, which are built to work for each and every client. We aim to meet and vastly exceed our clients' expectations.

SERVICES WE PROVIDE

Details of all of our current services can be found at the following web URL:

For our fixed line services, we use Openreach to maintain our lines to ensure the highest standards for customers.

3. CONTRACTS

Contracts for PSTN lines range from 12 to 36 months, depending on client requirements. In exceptional circumstances, where there is a specific client requirement, for example on short-term projects, XL Telecom may agree to provide analogue lines on a 0-month basis, though higher connection and service charges may apply. For ISDN2e and ISDN30e, some contracts may be for 60 months. For broadband services there generally is a minimum contractual obligation of 12 months, although rolling monthly contracts are available for short-term projects. Contract lengths for EFM services and lease-lines varies from 12 months to 60 months, according to client requirement. The precise term is agreed at point of sale.

4. OUR OBLIGATIONS

Like all UK telecommunications operators, XL Telecom has a number of obligations set down under current UK legislation. These are aimed at providing customers with both choice and consumer protection. XL Telecom takes these responsibilities very seriously, while aiming to deliver an excellent service and a range of products and services to meet our customers communication needs and requirements.

The formal details of the general terms and conditions of our contractual relationship with customers can be found on our website www.xltelecom.co.uk

5. HOW TO CONTACT XL TELECOM

Below you will find a number of ways you can contact XL Telecom, and we always do our best to ensure that you are fully satisfied with our services.

Telephone 0300 22 5555– Open from 8:45am to 5:30pm Monday to Friday

E-mail solutions@xltelecom.co.uk

Fax 03300 22 5550

Post XL Telecom
The Glow XL Group Limited
Wye View House
Bigstone Meadow
Tutshill
Gloucestershire
NP16 7JU

6. GETTING OUR SERVICES

The lead times to install your services depend on the services you choose to have with us. New line installations, which are undertaken by Openreach on our behalf usually take between 3 and 7 working days whereas setting up a new telephone number such as an 0800 or 0844 number is same day.

7. CANCELLING OUR SERVICES

Lines and services may be transferred or cancelled at any time. However, if you are within a contract, full fees will apply for the remainder of the whole period of contractual obligation, along with an administration fee of up to £25 per line, per service.

The sum due will be billed, in full, at the time of in-contract cancellation.

If you are considering cancelling or transferring your lines to another provider and are in contract with XL Telecom, this is something you should budget for and consider.

We reserve the right to disconnect you without prior notice, or by giving notice to you at your last known address if:

- You exceed the agreed credit limit and we have used reasonable efforts to contact you without success;
- You break any of the terms and conditions in your contract;
- You are declared bankrupt;
- If we have not been able to collect your payment for using the service and have made every reasonable effort to contact you but without success.

8. LINE FAULTS & REPAIRS

We will use our reasonable endeavours to fix all faults as soon as we can. Most faults will be logged within 1 hour of your first phone call and then escalated as necessary. Many of our repairs will rely on Openreach or other third parties to effect, and in such circumstances, XL Telecom cannot be held responsible for any service failures, such as cancelled appointments, on their behalf.

9. SERVICE AND CALL PRICING

XL Telecom reserve the right to modify our prices either permanently or for a limited period of time (offers & promotions), and will provide at least 30 days notice of any such changes to our customers.

Our intention is to remain competitive with other leading communications providers and to offer our customers excellent value for money.

10. BILLING

You will receive an invoice on the 1st of the month of the month after you have consumed services, so for example for line rentals, installations and call charges for November, you will receive your bill, by email, on 1st December.

We need to receive your payment within 14 days of the invoice date, preferably using online banking, or payment in to our bank account at a high street bank. We reserve the right to make a charge for acceptance of cheques, cash or other means of payment requiring administration.

XL Telecom reserves the right to disconnect any customer without prior notice if the company has reasonable grounds for suspecting that there is an unacceptable credit risk, for example through suspected illegal behaviour (e.g. fraud) or a breach of the contract with XL Telecom.

11. COMPLAINT HANDLING AND DISPUTE RESOLUTION

We take all complaints seriously and will do what we reasonably can to resolve the issue, as efficiently as possible TO YOUR TOTAL SATISFACTION. If you have an issue with any aspect of our service, please call us on 03300 22 5555 and we will strive to resolve it efficiently and promptly. If, at the end of this procedure you feel your complaint has not been addressed properly, you may contact Ombudsman Services Communications, our independent dispute resolution service.

If we are unable to resolve your complaint satisfactorily, we will issue a deadlock letter so that you may make a complaint through Ombudsman Services, an independent alternative dispute resolution scheme. We can provide you with details of this service:

Ombudsman Services Communications
PO Box 730
Warrington
Cheshire
WA4 6WU

Website: www.ombudsman-services.org

Email: enquires@os-communications.org

Telephone: 0330 440 1614

The communications regulator, Ofcom, approves Ombudsman Services Communications. If your complaint has not been resolved by us or our dispute resolution agency, or you require further information on the role of Ofcom see www.ofcom.org.uk or call 0300 123 3333 or 020 7981 3000.

12. COMMUNICATION WITH CUSTOMERS

XL Telecom believes in effective communications with our customers. Customers can contact us by phone on 0300 22 5555 between the hours of 08:45 and 17:30 Monday to Friday, or at any time by e-mail to solutions@xltelecom.co.uk or by fax on 03300 22 5550.

A copy of this code is posted on our website in a PDF document, which you can download and print. However, if you would like us to post you a copy then please contact us and we will happily send you one.

13. APPROVAL AND REVIEW OF CODE

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003

All information and pricing are correct at the time of going to print.

XL Telecom (Part of the Glow XL Group Limited) – July, 2015