

The Purpose of the Code:

This code sets out a statement of how we conduct our business and provides information about our relationship with you. It is intended for small and medium business customers. This code of practice may be obtained free of charge from our web site at www.xicomms.com or by writing to us at the address below. It is also available in alternative formats including larger print.

Introduction To Xi Comms:

Xi Comms is an independent company that delivers telephone, mobile, data and internet services to our customers in the UK. Xi Comms has always put the Customer first and our Customer Service Team are dedicated to providing prompt and effective support to customers experiencing difficulties in any way.

Contacting us:

The Customer Service Team is available Monday to Friday between the hours of 09.30 and 17.00 by:

Telephone: 0330 333 9200, email: hello@xicomms.com

or by post to:

Xi Communications Limited

Windsor Court

Cornwall Road

Harrogate, North Yorks.

HG5 9JA

The Web site for Xi Comms can be found at www.xicomms.com

Terms and Conditions:

Details of the specific conditions relating to your contract are set out in the documentation provided when you first subscribed to our services. You should note that these terms and conditions are specific to the service being supplied and, for example, those for lines and calls may vary from those for mobile. If you are unsure about which terms and conditions apply to your contract, please contact us using one of the methods above. Additionally, contract lengths may vary according to the minimum term you agreed to at the beginning of your service provision. Our standard contract lengths are either 12, 24 or 36 months. You can terminate your contract by writing to us at least 30 days before the end of the minimum term, stating that you wish to terminate the contract. If you do not provide such notice in writing, then your contract will automatically renew for another 12 month period. If you are unsure about your contract, please contact us.

Our Services:

We provide the following Lines and Services: Analogue Telephone Lines; Cloud Telephony, Multilines; ISDN 2e; ISDN 30e; Select Services; Carrier Pre-Selection; Broadband; Number Translation Service, Mobile. For more information on any of our lines and services or to order additional services please call Customer Services on 0330 333 9200.

Cancellation:

In the unlikely event that you should wish to cancel the service we provide, you should write or email us at the address above telling us what you wish to cancel and when you wish it to be effective. There may be a charge for early termination of your contract as set down in your Terms and Conditions documentation. Additionally, contract lengths may vary according to the minimum term you agreed to at the beginning of your service provision. Our standard contract lengths are either 12, 24 or 36 months. You can terminate your contract by writing to us at least 30 days before the end of the minimum term, stating that you wish to terminate the contract. If you do not provide such notice in

writing, then your contract will automatically renew for another 12 month period. These can be explained to you. If you are unsure about your contract, please contact us.

Prices and Tariffs:

Because there are so many different rates that depend upon usage volumes and other separately negotiated criteria, and the changes in tariffs are being updated constantly, it is not possible to publish a standard set of rates that would apply to all customers. Your own particular tariff, if you have not kept the one sent originally, can be obtained from our Customer Service Team (see 'Contacting Us' Section above) on request.

Compensation and Refunds:

Our service provision to you is dependent upon the continued operation of the major networks (Openreach for example). If service is lost for any reason we will claim compensation on your behalf at the scales appropriate to your particular network.

Complaints:

Should you have a complaint about any aspect of the service provided by Xi Comms, we want to know. If you don't tell us, we cannot put things right.

In the unlikely event you consider a complaint about your service is necessary, in the first instance please contact our Customer Services Team:

Telephone: 0330 333 9200, email: hello@xicomms.com

Or write to us at:

Xi Communications Limited

Windsor Court

Cornwall Road

Harrogate North Yorks

HG5 9JA

The website for Xi Comms can be found at www.xicomms.com

When you contact us, a member of the Customer Service Team will note the details of the problem and will agree a course of action with you. We aim to resolve issues in a timely manner and to everyone's satisfaction. It would be helpful to keep a proper record of your complaint which includes dates, times and details of your contact with Xi Comms representatives.

If your complaint is not resolved to your satisfaction, you may ask for the matter to be referred to a senior manager for further investigation.

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.

Alternatively if more than 8 weeks has passed since you first made your complaint, please contact Ombudsman Services directly. [Useful Contact Details:](#)

- Ombudsman Services
- Telephone 0330 440 1614
- Website: [www.https//;www.ombudsman-services.org](https://www.ombudsman-services.org)
- Ofcom – Riverside House, 2a, Southwark Bridge Road, London, SE1 9HA.
- Telephone 0300 123 333
- Website: www.ofcom.org.uk
- Direct Marketing Association – DMA House, 70 Margaret Street, London, W1 8SS
- Telephone 020 7291 3300
- Website: www.dma.org.uk