



Nexbridge Communications Limited

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Nexbridge Communications Limited Basic Code of Practice for Small Business Customers

Introduction to our company and services

NEXBRIDGE COMMUNICATIONS LIMITED is an independent company that delivers communications services to business customers. Nexbridge Communications Limited provides high volume telecoms services through VoIP via Tier 1 Carriers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services we deliver 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, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is available on our website at www.nexbridge.co.uk/codes-of-practice. Additional copies are available in alternative formats (large print and braille) on request.

How to contact us

By phone

03456 800 800

From 9am until 6pm Monday-Friday excluding public holidays

By email

info@nexbridge.co.uk

By letter

Nexbridge Communications Limited
582 Darwen Road
Egerton
Bolton
BL7 9RY

Our commitment to you

We are committed to giving you the highest quality 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

- VoIP & IP Telephony Services
- Geographic and non-geographic numbers
- Dial Sure – CLI Localisation
- Number Validation (for more information, please see www.numbervalidation.com)
- TPS Compliant
- WHYPAY? – Free conferencing calling (for more information, please visit www.whypay.net)

For more details on any of our products and services, please contact our Customer Service Team on **03456 800 800**.

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on this website:

www.cap.org.uk

Terms and conditions

When you subscribe to a service from NEXBRIDGE COMMUNICATIONS LIMITED, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on **03456 800 800**. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services is 12 months. We aim to provide services within 48 working hours of contract completion and initial payment received, subject to the availability and installation of any equipment necessary. Please note that we do not supply hardware. Should you require any equipment to utilise our services, this will be your responsibility to acquire and maintain.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge by calling our Customer Service Helpdesk on **03456 800 800**. If you wish to terminate your contract within the minimum term of 12 months, we will charge you a fee as stated in your contract.

Technical Support

Please call our Technical Support Team on **03456 800 800** or send in a request to our Support Desk at support@nexbridge.co.uk if you experience a fault with any of our services. We aim to have this investigated and repaired within 48 hours of acknowledgement of report.

Compensation and refund policy

Our policy is to assess each claim on a case-by-case basis. We aim to investigate any claims and respond within 5 working days. Any refunds that are due will be credited to the next month's invoice or added to your pre-pay account as credit.

Price lists

Our pricing structure is available on request from our Sales Team on **03456 800 800**. We send out monthly rate cards every month to confirm call charges to non-standard destinations. We will confirm any changes to your standard pre-agreed rates in writing in advance.

Billing

We will usually bill you monthly unless agreed otherwise. You can choose to pay us via a range of options including BACS, direct debit and Paypal[®]. 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 **03456 800 800**.

We provide itemised bills as CDRs as part of our service to you on request and can be sent daily or monthly.

If you have difficulty paying your bill, please contact us on **03456 800 800** and we will try to arrange a different method of payment.

If you are moving home or office

Please call our Customer Service Team on **03456 800 800** no later than 30 days before your move date. We will amend your account and billing requirements as necessary.

Number porting

NEXBRIDGE COMMUNICATIONS LIMITED 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 **03456 800 800**.

Directory Entries

You are entitled to a Directory Enquiry 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 **03456 800 800**.

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service that 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 on our website at www.nexbridge.co.uk/codes-of-practice.

Alternatively, copies are available free of charge and on request from our Customer Service Team on **03456 800 800**. We will do all we can to help our small business customers to manage their bills and avoid disconnection.

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 would like to report receiving a nuisance call, please visit our Nuisance Call Report Page on www.nexbridge.co.uk/nuisance-calls or alternatively, please call our Customer Service Team on **03456 800 800**.

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 older or who may have a disability, including: Copies of bills in large print, on computer disc (or in Braille) for customers who have difficulty reading their 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.

Nexbridge Communications Limited Code of Practice for Premium Rate Service and Number Translation Service Calls

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)** and **Number Translation Service** calls and on our charging policy for calls to **PRS** and **NTS** numbers.

Premium rate services

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS 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 votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

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 and this can be between 7p and £3 per minute, or £5 per call or per text (excl. vat). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team on **03456 800 800**.

If you have a problem with PRS, 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 **03456 800 800** for advice on this. We can give you a factsheet on PRS.

You can also ask for help from PhonepayPlus (PPP), which is the industry-funded regulatory body for Premium Rate Services. PPP operates a Code of Practice that sets out standards for the operation of PRS. You can use the PPP website at www.phonepayplus.org.uk to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PPP has 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 PPP Code. For other ways to contact PhonepayPlus, see the “Useful addresses” section below.

Number translation services

Number translation services (NTS) are based on numbers that are normally pre-fixed “08”. For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as “follow me” type services.

Charges for calling services on NTS numbers 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 and this can range from free up to 10.8p per minute or per call (excl. vat). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team on **03456 800 800**. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Martyn King (mlk@nexbridge.co.uk), who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using

the complaints procedure set out in our complaints code including, ultimately, referring your complaint to The Communications Ombudsman/Ombudsman Services.

Internet Diallers

If you use the Internet, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our Customer Services Team for details. PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via www.phonepayplus.org.uk to ask for help or to report examples of this type of abuse. For other ways to contact PhonepayPlus, see the "Useful addresses" section below. We can also help by barring calls to 09 numbers.

The Telephone Preference Service

If you don't 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 for personal numbers and CTPS (Corporate) for business numbers). If your number is on a TPS list, it is illegal for a company make unsolicited marketing calls to your number. You can contact the Telephone Preference Service via www.tpsonline.org.uk or by telephoning **0845 070 0707**.

Useful Addresses

Ombudsman Services

PO Box 730
Warrington
WA4 6WU

Tel: **0330 440 1614** or **0330 440 1615** (fax)

Email: Enquiries@os-communications.org

Website: www.ombudsman-services.org

Ofcom

Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Tel: **020 7981 3040** or **0300 123 3333**

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk

PhonepayPlus

Clove Building
4 Maguire Street
London
SE1 2NQ

Tel: **0800 500 212** or **020 7940 7474**

Email: info@phonepayplus.org.uk

Website: www.phonepayplus.org.uk

Telephone Preference Service

DMA House
70 Margaret Street
London
W1W 8SS

Tel: **0845 070 0707**

Website: www.tpsonline.org.uk

Federation of Communication Services (FCS)

Burnhill Business Centre
Provident House
Burrell Row
Beckenham
Kent
BR3 1AT

Tel: **020 7186 5432**

Email: fcs@fcs.org.uk

Website: www.fcs.org.uk

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