

Nexbridge Communications Limited

Generic Code of Practice



Part 1 - 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 9 am - 5 pm, Monday - Friday excluding public holidays

By email: info@nexbridge.co.uk

By letter: Nexbridge Communications Limited
Unit 10
Clock Court
Campbell Way
Dinnington
Sheffield
S25 3QD

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
- Ofcom-compliant local CLI presentation
- TPS-compliant dialling
- Bulk SMS sending
- 03 number provision

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 at www.asa.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.

Your initial contract term for our services is defined in the contract. 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 Team on **03456 800 800**. If you wish to terminate your contract within the initial term we will charge you a fee as stated in your contract. After the minimum term you can cancel any service by calling us on the above number.

Technical support

Please send in a request to our Support Desk at support@nexbridge.co.uk if you experience a problem with any of our services. We aim to have this investigated and resolved within two working days of acknowledgement of the report if within our direct control.

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 account as credit.

Price lists

Our pricing structure is available on request from our Customer Service Team on **03456 800 800**. We send out monthly rate cards 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**.

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 Reporting 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 copies of bills, contracts and this Code in an accessible format on request for customers who are vulnerable or who may have a disability.

Data protection

We comply fully with our obligations under the Data Protection Act 2018.

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).

The Access Charge is retained by us, your communications provider. Our Access Charge for calling Unbundled Tariff numbers is in our price list, which is available on request from our Customer Services Team on 03456 800 800. Unbundled Tariff numbers in the 084, 087, 090, 091, 098, or 118 ranges are not included in your monthly call minutes allowance.

Controlled Premium Rate Services

Controlled Premium rate services (CPRS) are Unbundled Tariff numbers which can 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 votelines, 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.

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 **03456 800 800** for advice on this.

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.psauthority.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 **Phil Slingsby** on **01909 518811** and/or by email at phil.slingsby@nexbridge.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 Communications Ombudsman.

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). 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 or by telephoning 0345 070 0707.

- Your chosen approved Alternative Dispute Resolution provider is:

Communications Ombudsman

P.O. Box 730, Warrington, WA4 6WU

T: 0330 440 1614

E: enquiry@commsombudsman.org

W: www.commsombudsman.org

- Other useful addresses:

Ofcom

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

T: 020 7981 3040 or 0300 123 3333

E: contact@ofcom.org.uk

W: 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

W: www.psauthority.org.uk

Telephone Preference Service

DMA House, 70 Margaret Street, London, W1W 8SS

T: 0345 070 0707

E: tps@dma.org.uk

W: www.tpsonline.org.uk

Federation of Communication Services

Unit 14, The Stottie Shed, Baker's Yard, Christon Road, Gosforth, Newcastle-upon-Tyne, NE3 1XD

T: 020 7186 5432

E: fcs@fcs.org.uk

W: www.fcs.org.uk

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