

1. Purpose and Scope

The purpose of this Code of Practice is to outline NBS Comms's commitment to delivering high-quality broadband, telecommunication and online services while ensuring transparency and customer satisfaction. This document applies to all customers.

2. Commitment to Customers

2.1 Customer First

- We prioritise customer needs in all aspects of our service delivery.
- We strive to create a positive experience from initial inquiry to ongoing support.

2.2 Ethical Practices

- Our marketing and sales practices are designed to be honest and straightforward.
- We adhere to ethical standards in all customer interactions.

3. Service Information

3.1 Service Offerings

- We provide a variety of broadband, telecommunication, and online services, detailed on our website and promotional materials.
- Customers will receive comprehensive information about package options, speeds, and features prior to agreeing to contract by email.

3.2 Pricing and Billing

- Pricing information will be transparent, including all charges and fees.
- Customers will receive clear and timely bills, with an explanation of charges.

4. Customer Support

4.1 Accessible Support

- Customer support is available through multiple channels: phone, email, and social media.
- Support hours are Monday to Friday 9am to 5pm, or Saturday 10am to 2pm ensuring assistance when needed.

4.2 Issue Resolution

- We aim to resolve customer inquiries and complaints promptly, typically within Three working days for domestic clients and Two working days for commercial clients.
- Customers will be informed of the status of their issues throughout the resolution process.

5. Customer Rights and Responsibilities

5.1 Right to Information

- Customers have the right to access accurate and timely information about services and their rights.

5.2 Data Protection

- We are committed to protecting customer privacy and will handle personal data in accordance with applicable laws.

5.3 Customer Responsibilities

- Customers are expected to use services according to our terms of use and report any issues as they arise.

6. Quality Assurance

6.1 Service Performance

- We monitor service quality and performance, aiming for high levels of reliability and customer satisfaction.
- We will inform clients of any maintenance, or issues regarding their service.

6.2 Continuous Improvement

- We regularly review and update our processes to enhance service delivery based on customer feedback.

7. Complaints and Feedback

7.1 How to Complain

- Customers can submit complaints through any communication channel we offer, with all submissions acknowledged within 2 working days.

7.2 Feedback Mechanism

- We welcome customer feedback to improve our services and will actively assist clients in receiving the high standard service.

8. Compliance and Review

8.1 Legal Compliance

- This Code adheres to all relevant regulations and industry standards, including consumer protection laws.

9. Contact Us

For questions or further information regarding this Code of Practice, please contact us:

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Email: info@nbscomms.co.uk

Website: www.nbscomms.co.uk