



Code of Practice



Contents

Introduction to our company and service	3
The purpose of this code	
Products and services	4
Prices and tariffs	
Contacting us	5
Number porting	6
Nuisance calls	
Faults and repairs	7
Billing	
Code of practice for PRS and NTS calls	8
The purpose of this code	9
Premium Rate Services (PRS)	
Number Translation Services (NTS)	
International calling	10
SMS costs	
Internet diallers	11
The Telephone Preference Service (TPS)	
Terms and conditions	12
Compliance and standards	13
Customer complaints code	14
Compensation and refunds	
Cancellation	
Useful addresses	15

Introduction to our company and services

X-on Health Ltd is an independent telecommunications company that delivers communications services to NHS customers and GP surgeries throughout the UK. We are committed to giving you the highest quality of customer service. Where we use third-party providers, they are carefully chosen, ensuring that they meet our expectations of high-quality products and services. We make every reasonable effort to supply services that satisfy your requirements, working within all relevant laws and regulations.

The purpose of this code

This code sets out a statement of how we conduct our business and provides information about our relationship with you.



Products and services

A list of our products can be found on our website here: www.x-on.co.uk.

For more details on any of our products and services, or to place an order, please contact our Sales Team on **0333 332 0000** and select the option for sales.

Prices and tariffs

The monthly subscription price for your services will be detailed in your contract and/or order. Some services may be subject to an annual price increase as detailed in your contract.

Because there are so many different call rates that often depend on separately negotiated criteria, and the changes in tariffs are being updated constantly, we maintain details of the current call rates on our website at help.x-onweb.com. Here we also provide the current prices for additional hardware and implementation or support services not covered in your monthly subscription.

Further information on applicable prices and tariffs can be obtained from our Sales Team on **0333 332 0000**.

Contacting us

X-on Health always puts the customer first, and our Service Desk are dedicated to providing prompt and effective support to customers experiencing difficulties in any way.

They are available Monday to Friday between the hours of 08.00 and 17:30. by telephone: **0333 332 0000** and select the option for Service Desk/Support.

Alternatively, you can raise a ticket on the support portal: **support.x-onweb.com**.

Number porting

X-on Health recognises that keeping existing telephone numbers may be important to you. We will work with you to ensure that services are switched over at a convenient and appropriate time. For more information, please call our Service Delivery Team on **0333 332 0000** and select the option for Service Delivery.

Nuisance calls

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and our customers. If you have been a victim of this activity, please call the Service Desk Team on **0333 332 0000** or raise a support ticket at **support.x-onweb.com** to report the incident and for information on how to deal with it.



Faults and repairs

Please call our Service Desk Team on **0333 332 0000** if you experience a fault with any of our services. We aim to have this investigated and repaired within the parameters set to us by Openreach or other service providers, or as agreed in your contract. This time frame will vary depending on severity of fault, type of service and level of care in place on the line.

Billing

Our bills are usually sent on a monthly basis, but we may send you a bill at any time. Terms of payment will be detailed in our terms and conditions. Payment will be collected either by direct debit or BACS. If you wish to change your method of payment at any time, please contact our Accounts Team on **0333 332 0000**.

If you have difficulty paying your bill, please contact our Accounts Department on **0333 332 0000** or by email at **accounts@x-on.co.uk**, and we will try to arrange a different method of payment. We will do all we can to help our customers to manage their bills and avoid disconnection.



Code of Practice for PRS and NTS Calls

The purpose of this code

This code informs you about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to NTS (Number Translation Services) and PRS numbers.



Premium Rate Services (PRS)

Premium Rate Services, or PRS, usually involve numbers starting with "09" or "0871". These are often used for things like TV voting, ringtones, or technical help. These call costs are **excluded** from the inclusive call bundle incorporated into your monthly licence fee for Surgery Connect so the costs get added onto your bill each month. If you run into any trouble with these charges, we are here to help identify the provider or even set up call barring to keep things under control.

Number Translation Services (NTS)

Number Translation Services cover those "03" and "08" numbers we see everywhere. While "0800" and "0808" are free, others like "0844" or "0870" are used for everything from customer service to banking. These call charges are also **excluded** from your inclusive calls and therefore added to your monthly bill in the same way as the Premium Rate Services. We publish our prices for these so there are no surprises. If anything seems off, you can always reach out to our Service Desk or follow our complaints code.

International calling

International calls aren't included in the inclusive call package included in your licence fee and are charged at their own specific rates. Some numbers might be blocked by default for security, but if you need to reach a specific country, just get in touch with our Support Team to see if we can unblock it and what the cost will be. You can find all the specific international pricing details on our help centre whenever you need them at help.x-onweb.com.

SMS costs

Most of our standard SMS features like callback notifications and video invites are included in your monthly licence fee but are subject to a fair usage limit which is set in accordance with the size of your organisation (normally, by reference to your patient list size). If you consistently go over this level, we reserve the right to charge you for the overage. If you use specific chargeable SMS features like within X-flow or clinical integration messaging, we apply the NHS standard cost-price charge (2.43 pence per segment as at 1 July 2026) to each SMS sent. To help you manage these costs, we provide reports so you can keep a close eye on your usage and any applicable costs. Full details on SMS charges are available at help.x-onweb.com.



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. We can also help by barring calls to “09” numbers.

The Telephone Preference Service (TPS)

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 TPS via www.tpsonline.org.uk or by phoning **0345 0700707**.

Terms and conditions

Since June 2023, the contract for Surgery Connect for a GP practice in England, is the Contract for Advanced Telephony Services that has been negotiated centrally with the NHS Commercial Hub (“The Hub”). The Hub is responsible for administering all contracts under the Better Purchasing Framework. You can obtain a copy of this contract from the NHS Commercial Hub or us.

For all other services, the terms and conditions are included in the contract provided at the time, or commencement of the services, or they will be referenced on your order and accessed on our website at www.x-on.co.uk. You should note that our terms and conditions are specific to the service being supplied and therefore, for example, those for Surgery Assist will vary from those for Surgery Insights.

Our standard contract length is 36 months, but your contract lengths may vary if the initial term you agreed to in your order is different.

If you are unsure about your contract, please contact our Sales Team on **0333 332 0000** or via email at orders@x-on.co.uk.

Compliance and standards

We endeavour to work to the highest standards. We therefore follow or exceed all legal and regulatory requirements and maintain all the accreditations required to provide our services within the NHS.

The Trust Centre on our website at www.x-on.co.uk provides all the current details of these standards and accreditations. Your contract, normally in the product service schedule, will also include, where appropriate, extensive provisions on information governance and data protection. We will also provide materials to support your clinical safety assessment of the adoption of our services in order for you to address, for example, the requirements of DCB0160.

If you need any further information or assistance with compliance or standards, please contact our Customer Experience Team on **0333 332 0000** or via email at customersuccess@x-on.co.uk.



Customer complaints code

For details of X-on's customer complaints code, please see our website.

Compensation and refunds

Our service provision to you is dependent upon the continued operation of the major networks (Openreach, for example). We will confirm with you whether the case can be dealt with internally or if it will need to be presented to our suppliers. Any refunds that are due will be credited to you, if dealt with internally, on the next invoice, or, if external influences are involved, following reimbursement to us.

Cancellation

In the unlikely event that you should wish to cancel a service we provide, you should write or email us at orders@x-on.co.uk telling us the service you wish to cancel and when you wish it to be effective. The notice period will be specified in your contract, and there may be a charge for early termination of your contract if applicable.

If you want to understand any applicable notice periods and/or early termination charges, please contact our Sales Team on **0333 332 0000** or via email at orders@x-on.co.uk and your Customer Relationship Manager will explain everything to you.

Useful addresses

Ofcom

- 📍 Riverside House, 2a Southwark Bridge Road, London SE1 9HA
- 📞 020 7981 3040 or 0300 123 3333
- ✉️ contact@ofcom.org.uk
- 🌐 www.ofcom.org.uk

Telephone Preference Service

- 📍 DMA House, 70 Margaret Street, London W1W 8SS
- 📞 0345 070 0707
- 🌐 www.tpsonline.org.uk

Federation of Communication Services (FCS)

- 📍 Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT
- 📞 020 8249 6363
- ✉️ fcs@fcs.org.uk
- 🌐 www.fcs.org.uk

NHS Commercial Procurement Hub

- ✉️ commercial.procurementhub@nhs.net



If you need any more information,
please visit our website.

