

## Vulnerable Customers Policy

At Fibrus we value everyone on our network, and we're committed to treating all our customers fairly, and with respect. That includes those who may need additional support due to accessibility requirements or circumstances making them vulnerable.

Our staff training covers all areas of customer service, including how best to support those with a disability, mental health issues, or any of our vulnerable customers.

If you have accessibility needs or consider yourself to be a vulnerable customer at any point during your time with Fibrus, please let us know. We're here to support you.

Vulnerable customers are those who might be susceptible to harm because of personal circumstances. These include but are not limited to:

- Disability (physical or learning)
- Illness (physical or mental)
- Age
- Low literacy or numeracy
- Communication difficulties
- A change in circumstances (e.g. bereavement, job loss, divorce)
- Financial difficulty due to low income or a sudden reduction in regular income

We offer several services to support vulnerable customers.

- Free battery back-up unit (BBU) for telephone customers: A BBU is a device that can provide an hour's back-up power to our router during a power cut, allowing you to make phone calls to emergency services during that period.
- Accessible formats: We can supply large print, Braille or audio versions of various documents and policies.
- Third party bill management: You can nominate someone to manage your bills (plus, if you want, your account) on your behalf. To set this up please contact our customer support team.
- Free access to directory enquiries: If you're visually impaired, we can provide you with a free to call number for directory information. For more info, please get in touch.
- Priority fault repair: If there are any issues with your service, and, due to a disability that you've told us about, your service needs repairing urgently, we'll make sure we prioritise that repair.

For those customers using our network to connect their mobile phones to, the following services are available for them to use:

- Text relay services: Text relay services relay phone conversations between a text-user and a phone-user. For more info, click [here](#).
- Emergency video relay services: These enable deaf customers to use sign language to an agent for the purposes of contacting the emergency services. For more info, click [here](#).

We will treat customers who are struggling to pay their bills fairly. We will take steps to understand the specific challenges faced by our customers, provide advice as to where they can seek help with debt, and be flexible in putting together arrangements which will assist those customers in paying

their bills. Disconnection is a last resort and we would use a phased approach to this, including retaining access to telephone calls for as long as possible.

We also offer a special reduced price for those customers who are on income support.

If you contact us by phone, email, social media or live chat and let us know of your circumstances as a vulnerable customer, we'll keep a note on our customer records. This is so that, if you deal with our agents again in the future, they'll be aware of your circumstances and you won't have to explain each time. You can see the full details about how we manage this in our [Privacy Policy](#).