

Please print and complete all sections of this form using BLACK INK and BLOCK CAPITALS. Send your completed form in a STAMPED, addressed envelope to:

Fibrus Broadband
Customer Experience Team – Priority Repairs
108–113 Dargan Crescent
Belfast BT3 9JP
Northern Ireland

Priority Repairs Information

We always aim to keep our services running smoothly. However, when problems arise, we understand that some customers rely on their broadband connection more than others.

If you or someone in your household has a disability and a genuine need for urgent broadband repairs, you may qualify for our Priority Repair Service. This means that, where possible, we'll prioritise fixing faults that affect your connection.

Please note that while we'll do everything we can to restore your service quickly, some issues may be outside our control. For example, delays can occur due to:

- Extreme weather conditions
- Faults with another utility provider we depend on (such as your electricity supplier or Openreach)

In these cases, our engineers may be delayed or temporarily unable to carry out repairs.

The information you share with us will be used to provide you with the help, support and services you. Any information you give us will be treated in confidence and in accordance with data protection law and our [Privacy Policy](#).

Fibrus Customer		Doctor or hospital consultant
Full name:		Full name:
Fibrus Account number:		Position:
Address (incl postcode):		GMC number:
		Address (incl postcode):
		Work phone number:
		Email:
I, or a dependent in my household (please tick the appropriate box):		Official stamp: I confirm this Fibrus customer meets the criteria for priority repairs as outlined on Page 1.
a. has a physical or mental disability that has a substantial and long-term negative effect on ability to do normal daily activities;	<input type="checkbox"/>	
b. is incapacitated and housebound which requires the assistance of another person to leave the house,	<input type="checkbox"/>	
and has a genuine need for urgent broadband service repairs. I wish to be registered for Fibrus Broadband priority repairs, and the information I've given is accurate and complete. I agree to inform you if my circumstances change and I no longer qualify for priority repair.		
Signed:		Signed:
Date:		Date: