



Digital Fibre

DIGITAL FIBRE VULNERABILITY POLICY

Digital Fibre operates a culture of customer satisfaction specific to the telecommunications industry. Our aim is to provide a personal, friendly approach to all of our customers.

In particular, we want to provide additional support as required for any customer with any specific needs in relation to any accessibility or vulnerability they may be experiencing.

Our classification of a 'vulnerable' customer is as follows: -

“Someone who is susceptible to additional risk of detriment, mis-selling and or unfair treatment due to personal circumstances which can change over time”.

“Such circumstances can include age, physical location, income, bereavement and communications difficulties due to physical or learning disability and or physical or mental illness”.

We are committed to: -

1. Training staff to recognise where a customer may potentially be vulnerable, require additional support or have a specific need.
2. The support of any customer with any short; mid or longer term special needs
3. The development and implementation of any tools or process to support our customers with any physical, emotional or hardship needs
4. Implementing a staff culture of empathetic support for any vulnerable customers with any difficulty they may face in respect of their services provided by Digital Fibre
5. Notify Senior Management of any vulnerable customers who may need support, no matter the circumstances.
6. Enhanced Technical Support for all vulnerable customers.

Additional Support

Emergency SMS is a UK service which provides customers who are deaf, hard of hearing or speech impaired access to the emergency services using an SMS text to 999, you will need to register your mobile phone in order to use this service. A Text Relay Service is available for those who are hearing impaired or speech impaired. Please talk to us. Please let us know if you have any concerns. Our dedicated UK based Customer Service Team is on hand to discuss your individual needs.