

Vulnerable Customers Policy

Fusion Fibre Group Vulnerable Customer Policy

Assisting Customers with Disabilities or Special Circumstances

At Fusion Fibre Group, we strive to create an inclusive network for everyone, including those who may require additional support due to accessibility needs or personal circumstances.

If you have any accessibility requirements or consider yourself a vulnerable customer at any stage of your time with us, please don't hesitate to reach out. We're here to assist you.

Who is a Vulnerable Customer?

Vulnerable customers are individuals who may face increased risks or challenges due to personal circumstances, including (but not limited to):

- Physical or learning disabilities
- Mental or physical health conditions
- Advanced age
- Limited literacy or numeracy skills
- Difficulties in communication
- Life changes (e.g., bereavement, job loss, divorce)
- Financial challenges, such as low income or a sudden decrease in earnings

How Do We Support Vulnerable Customers?

Supporting vulnerable customers is a priority for us, and we provide a range of services designed to help, including:

- **Free Battery Back-Up Unit (BBU) for Phone Services:** A BBU provides up to an hour of power to your router during outages, ensuring you can make emergency calls.
- **Text Relay Services:** These services help facilitate communication between text users and phone users. The link can be found on our website in our Useful Resources for Additional Support section. This will allow you to download the app on your phone, tablet or laptop.
- **Accessible Formats:** On request, we can provide important documents, such as your contract, policies, and bills, in large print, Braille, or audio formats.

- **Third-Party Bill Management:** You can appoint someone to manage your Fusion Fibre Group bills or account on your behalf, whoever you appoint will not be responsible for paying your bills. Contact our support team to set this up.
- **Free Directory Enquiries Access:** Vulnerable customers can access free directory enquiry services. Please contact us for further details.
- **Priority Fault Repairs:** If you inform us of a disability and experience a service issue, we'll prioritise repairing your service to meet your needs.
- **Financial Assistance Options:** If you're experiencing financial difficulties, get in touch. We offer a variety of solutions to help you stay connected.
- **Monitoring And Evaluation:** All of our customer service agents undergo regular quality call scoring to ensure that our policies and procedures are as effective as possible.

What Information Do We Record?

When you inform us about your situation as a vulnerable customer—whether by phone, email or live chat—we'll note it in our records. This ensures that our team is aware of your circumstances in future interactions, saving you the need to explain repeatedly.