

Post Office Broadband

Vulnerability Policy



Post Office Telecoms Vulnerability Policy

1. Background

At the Post Office we are committed to providing quality products and services for all our customers. We work in an open and responsible way that builds the trust and respect of all our customers. Post Office seeks to ensure that all customers are provided with good product and service choices, so that they can make good buying decisions and have a positive experience when dealing with us.

Addressing the needs of vulnerable customers is core to Post Office's social purpose and is aligned to our objectives to be 'Better for Customers' and a 'Great Place to Work'. There are countless examples of how we assist customers when they need us most. This policy outlines the telecoms policy approach so that we continue to ensure that we are able to look after the needs of vulnerable customers.

2. Identifying vulnerable customers

Customers may be vulnerable due to circumstances such as age, physical or learning disability, physical or mental illness, low literacy, communications difficulties or changes in circumstances such as bereavement.

During any communication with customers, if they inform us of a vulnerability or disability we will ask them if they are happy for us to make a note of this on their account. If customers consent to us recording this data, we will use this information where appropriate to help us meet their needs.

3. How we record your information

Post Office will only record information about a customer's vulnerability or disability which is relevant to the services that we provide. Further details about the information that we store can be found in our Privacy Policy.

4. Looking after our vulnerable and disabled customers

All of our agents receive specialist training on how to deal with vulnerable and disabled customers. We ask our agents to pay that extra level of care, attention and sensitivity when communicating with and working to resolve customers' faults, orders, enquiries or issues. At the same time we ask our customers to respect our agents and refrain from any abusive behaviour.

For example if we are aware that a customer has a speech impediment, each time the customer contacts us, the agent who answers to the call will know that there may be difficulty in responding to their questions and take their time to way for a response.

Another example may be if a customer has informed us that they have lost their job and are struggling to pay their bill, we will work with them to develop a payment plan.

5. Appointing someone to act on your behalf

5.1. Paying bills

If a customer needs assistance in managing his or hers bills, they can notify the Post Office of this request and request a Delegated Authority on their account.

The Delegated Authority can:

- Receive the customers bill
- Be notified when a bill has not been paid
- Pay the customer's bill on their behalf

5.2. Cancelling an account

We have procedures in place that allow for third parties to help a customer with their account which are detailed below. If however a third party wants to cancel a customer's account due to a medical condition and does not have Power of Attorney, they can send us a letter on letter headed paper from the Account Holders Doctor or Hospital to the address below. On receipt of this document we'll be able to process the cancellation.

Post Office Telecoms Services
PO Box 14125
Selkirk
TD7 9AF

5.3. Power of Attorney

If a customer has a Power of Attorney whom wants to act on their behalf, we will need a certified copy of the LPA certificate to be sent to the following address:

Post Office Telecoms Services
PO Box 14125
Selkirk
TD7 9AF

6. Dealing with bereavement

We understand how difficult it can be when a friend or family member has passed away. Our Special Care team are here to make the process of changing the owner or closing a broadband or phone account as easy as possible for you.

6.1. Who do I contact?

Simply call our Special Care Team on **0345 600 3210*** to notify Post Office of the loss of the account holder. Our dedicated Special Care team operates Monday - Saturday between 8.00am - 8:00pm, Sundays 9am to 6pm and are able to help you.

6.2. What you'll need.

To find the right account, we'll just need the account holders name and the account number (you can find this on the most recent bill) or the address of the property. Note that we don't need a copy of the death certificate.

6.3. What happens next?

Depending on what's right for you, we can cancel the Post Office Broadband or Phone account or continue it in another name. Our team will walk you through the next steps.

7. Priority Fault Repair

Post Office understand how important a phone service is and it's even more important when our customers rely on it for health or mobility reasons.

The Priority Fault Repair Scheme exists across the industry in order to give certain customers priority over standard faults by dealing with them as soon as we can, every day of the year, including Christmas Day. Charges for Priority Fault Repair do not exceed standard charges for Fault Repair.

Customers may be eligible for Priority Fault Repair if they can demonstrate that their life is in peril whilst they are without their service in line with the guidance set out by Openreach.

The Post Office commit to contacting and updating Priority Repair Customers on a daily basis. It is accepted that the customer may, by mutual agreement, agree to reduce the frequency of updates.

8. Providing Information in different formats

Customers who require information in different formats can contact us on **03457 22 33 44** to request these. Large print and braille bills are available free of charge.

If customers have a disability that means they can't use a printed directory, they can call directory enquiries for free. This service is provided via BT 195 and 198. They will need to register with BT for access.

9. Monitoring our policy

Post Office regularly review our agents' performance and work closely with third parties to ensure we are meeting the needs of our vulnerable and disabled customers. We will regularly review this policy and the procedures in line with it.

10. How to obtain additional copies of this Vulnerability Policy

You can obtain additional copies of this Vulnerability Policy in the following ways:

by request in writing to:

Post Office Telecoms Services,
PO Box 14125,
Selkirk,
TD7 9AF

Or by visiting: www.postoffice.co.uk/telecoms

Or by calling: **0345 600 3210***

*Calls to our Customer Care Line, **0345 600 3210** are free when made from an active Post Office phone line.

Post Office is able to supply customers with this Vulnerability Policy, free of charge, in an alternative format for people who are visually impaired. To obtain a copy call the Post Office helpline on **03457 22 33 44** or Textphone **03457 22 33 55**. Quote **PL3645**. Calls via **Text Relay** are also welcome.
