



Quickline Support for Vulnerable Customers

Quickline is committed to supporting customers who are unable to access our services through the usual routes or who require additional assistance. A broadband service might become a vital lifeline to our customers so we offer additional support services where required.

At Quickline, we describe a vulnerable person as:

- Someone who is deaf or has restricted hearing;
- Someone who is blind or has restricted vision;
- Someone is managing a serious mobility problem;
- Someone who is managing poor mental health;
- Someone who is unable to take care of themselves.

We also understand that people can experience temporary vulnerability due to a bereavement, loss of income, accident or injury for example.

If you are in a vulnerable situation and feel you need extra support to use or access our services, please call us on **01482 247365**.

So that we can give vulnerable customers the best possible support when they need it, we put a 'flag' on their accounts with their permission. Once set up, the flag will stay on the account and there is no need for the customer to tell us every time they call in.

Quickline Products and Services

Quickline provides a range of services to help vulnerable customers. These include:

- Customers who need help to manage their account can nominate a friend or relative to do this on their behalf. This might include receipt of bills and correspondence without them becoming liable for the bill. The 'Authorised User' is able to contact us to manage all enquiries on behalf of the customer.
- For customers who have difficulty reading our standard printed material. We can arrange large print, audio or Braille contracts, bills and other customer communications.
- Customers requiring additional help with bill payment can talk to us about any support they need.

Social Tariff

To help low income customers, Quickline has a more affordable Social Tariff broadband package. Talk to us to see if you're eligible. Eligibility criteria includes:

- ✓ Pension credit
- ✓ Income support
- ✓ Housing benefit
- ✓ Universal credit

Committed to Improvement

At Quickline, we are always looking for ways to improve. If you have any ideas about how we can improve our services for vulnerable customers, please get in touch to let us know.