

# Customer vulnerability policy: supporting vulnerable customers

At Ogi we believe everyone should enjoy a responsive and seamless customer journey.

We're committed to treating all our customers fairly and with respect, and this is demonstrated through our investment in training our people. Our training covers customer service as well as specific areas of support like disability, mental health and recognising those who are in vulnerable situations.

To give our customers the best experience we listen to their feedback and continually monitor our advisor interactions. Our focus is always to make sure that our customers get the best possible service and support when they need it most.

We'll do our best to offer you the right level of help and the most appropriate service to support you.

Our customer support team will always try to identify specific needs to provide specialised help where it's needed. Sometimes it isn't always easy for us to realise if you're experiencing difficulties, so please let the team know if you think they can help.

If you're in a vulnerable situation and need extra help, tell us by calling [029 2002 0550](tel:02920020550): during business hours. Or if you prefer, next time you have a reason to call us, let our advisor know and they'll make a note of it on your account so that we can consider your extra needs when you contact us next time. It'll help us to help you better in the future.

## Who we consider as Vulnerable Customers

A customer is defined as being vulnerable if due to their personal circumstances they might be susceptible to harm or detriment, this can be for a variety of reasons such as:

- Physical or learning disability
- Physical or mental illness
- Age
- Communication difficulties; and
- Changes in circumstances, such as a bereavement or financial hardship.

A vulnerability may be permanent, or it could be temporary because of changes in personal circumstances.

## How do we support Vulnerable Customers?

At Ogi our aim is to protect the interests of our vulnerable customers and, where required, we offer several services to support them.

- Accessible formats: We can provide the communications in accessible formats.

- Third party management account: If you are not able to contact us yourself, you can nominate a third party to help manage your account. To set this up, please contact our Customer Care Team.
- Financial challenges: If you are having trouble paying your bill, please get in touch with us as soon as possible and our team will support you and offer options to keep up to date with your bills.

Priority fault repair for broadband and voice services We understand how important it is to be contactable and have the ability to contact others. However, our voice services are not to be relied upon as a lifeline and our customers would need another means for contact in an emergency or to connect their private alarms of Telecare services. When it comes to faults with phone or broadband, we give priority to customers who have an impairment or disability and have an urgent need for repair.

To make use of this service, we ask customers with an impairment or health condition to pre-register their requirements with us. Just give our Customer Care team a call on [029 2002 0550](tel:02920020550).

We'll prioritise repair over standard care levels but there may be circumstances beyond our control that mean we cannot provide an immediate response. For example, weather conditions like floods or storms can stop our engineers carrying out repairs to cables or our cabinets safely. Priority fault repair service is available where a customer has no dial tone or cannot receive or make calls on the landline phone, or when experiencing a total loss of broadband connection with no access to the internet.

## How to make us aware of your circumstances?

You can get in touch with us via email, phone or webform and inform our team of your circumstances.

We may ask your permission to keep a record of any personal information about your accessibility needs or personal circumstances that make you vulnerable. This information will be recorded in our systems ensuring all employees are aware and take any appropriate action when required.

If you are an Ogi customer and you or anyone in your household have any accessibility or medical needs that are reliant on your Ogi Broadband, please [complete the form](#).

Please be aware that your internet and phone will not be available during a power or internet outage, so you must make other provisions if this is to be relied upon as a lifeline. However as stated we will endeavour to prioritise restoration of service for those who are most in need.

We will use this information to make reasonable adjustments and where possible give priority.

---

Version	Date Released	Updated
1.0	14.12.2023	14.12.2023